

CARTA DEI SERVIZI 2022
SERVICE CHARTER 2022

TORINO
AIRPORT



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BENVENUTO

Gentile Cliente,

come ogni anno pubblichiamo la Carta dei Servizi dell'Aeroporto di Torino, che documenta il nostro impegno a garantire servizi aeroportuali di qualità, nel rispetto delle prescrizioni dell'Ente Nazionale per l'Aviazione Civile (ENAC), confermando 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).

SAGAT S.p.A., società di gestione dell'Aeroporto di Torino, assegna alla Qualità un ruolo trasversale a tutti i processi aziendali, ponendo al centro della strategia il costante miglioramento della customer experience. SAGAT esercita un ruolo di presidio del sistema-aeroporto, in cui il passeggero fruisce di servizi erogati da una pluralità di operatori (handlers, ristoranti e negozi, servizi di trasporto pubblico, ecc.) che complessivamente concorrono alla soddisfazione del cliente in relazione al proprio passenger journey.

Il monitoraggio della qualità erogata e percepita è uno degli strumenti fondamentali di pianificazione, controllo, miglioramento e riesame delle performance. Nonostante il perdurare della pandemia, nel 2021 abbiamo quindi mantenuto integralmente il sistema di misurazione previsto dalla normativa ENAC, eseguendo oltre 44.200 registrazioni tra interviste ai passeggeri e osservazione delle prestazioni.

Nel 2022 cogliamo ancora l'opportunità concessa dall'ENAC ai Gestori aeroportuali di pubblicare la Carta dei Servizi in forma ridotta, senza indicare obiettivi numerici e fornendo elementi utili a far conoscere le misure che all'Aeroporto di Torino adottiamo per mitigare e contenere gli effetti della pandemia e rendere la permanenza in aeroporto dei nostri passeggeri sempre più sicura e confortevole. La Carta dei Servizi 2022, disponibile sul sito internet www.torinoairport.com, è corredata della Guida ai Servizi e contiene preziose informazioni sul network di destinazioni servite.

Buon volo da Torino!
Servizio Qualità SAGAT S.p.A

WELCOME

Dear Customer

as every year we publish the Torino Airport Service Charter, which documents our commitment to guaranteeing quality airport services, in compliance with the requirements of the Italian Civil Aviation Authority (ENAC), confirming our obligation to operate with efficiency and continuity of service, according to the principles of equality, impartiality and non-discrimination provided for by national law (D.P.C.M. 30/12/1998).

SAGAT S.p.A., Torino Airport management company, assigns Quality a transversal role to all business processes, placing the constant improvement of the customer experience at the center of its strategy. SAGAT oversees the airport system, in which passengers receive services provided by several operators (such as handlers, restaurants and stores, public transport services, etc.) that all contribute to customer satisfaction in relation to their passenger journey.

The monitoring of the quality provided and perceived is one of the fundamental tools for planning, control, improvement and review of performance. Despite the continuing pandemic, in 2021 we therefore fully maintained the measurement system provided for by Civil Aviation Authority regulations, carrying out over 44,200 recordings including interviews with passengers and performance observation.

In 2022 we will again take advantage of the opportunity given by ENAC to airport managers to publish the Service Charter in a reduced form, without indicating numerical targets and providing indeed useful elements about the measures that Torino Airport adopted to mitigate and contain the effects of the pandemic and make our passengers' stay at the airport safer and more comfortable. The Service Charter 2022, available on the website www.torinoairport.com, is accompanied by the Service Guide and contains valuable information on the network of destinations served.

*Enjoy your flight from Turin!
SAGAT S.p.A Quality Service*



L'AEROPORTO DI TORINO

Nel 2021 l'Aeroporto di Torino ha servito 2.066.106 passeggeri, registrando un aumento del traffico di 678.734 passeggeri, pari al +46,8% rispetto al 2020 ma in contrazione del -47,7% rispetto al 2019 (anno utilizzato come riferimento poiché non influenzato dalla pandemia da Covid-19). Si conferma quindi il condizionamento sui dati di traffico delle conseguenze derivanti dalla diffusione del virus Covid-19.

Nonostante la complessità del periodo, non è mai venuto a mancare l'impegno per superare la crisi e per garantire uno **sviluppo sostenibile** dello scalo. Con lo scopo di cogliere le future opportunità di crescita derivanti dalla fine dell'emergenza sanitaria, SAGAT S.p.A. ha stipulato un importante accordo commerciale con la compagnia **Ryanair che ha portato, a partire da novembre 2021, al basamento di due aeromobili e al lancio di nuove rotte**, di cui la più parte internazionali.

Parallelamente all'impegno per lo sviluppo del traffico, il Gruppo SAGAT ha fronteggiato il perdurare della crisi sanitaria rafforzando le azioni di prevenzione del contagio per passeggeri e comunità aeroportuale, senza arrestare i progetti di innovazione e sostenibilità ambientale.

Lo sforzo organizzativo si è concretizzato nella messa a disposizione dello ski terminal per **l'apertura ad aprile 2021 dell'hub vaccinale dedicato alla cittadinanza**, che ha anche permesso la vaccinazione di dipendenti del Gruppo e loro familiari in anticipo rispetto ai normali canali sanitari, nelle misure organizzative volte a rispondere alle necessità via via emergenti al fine di preservare la salute di operatori e passeggeri, nell'introduzione di innovazioni digitali per assicurare il distanziamento sociale, informare i passeggeri e garantire un'esperienza di viaggio caratterizzata da un elevato livello di servizio nonostante le limitazioni.

La corretta ed efficace applicazione da parte dello scalo delle procedure anti Covid-19 ha portato **al rinnovo della certificazione Airport Health Accreditation rilasciata da ACI World e ACI Europe**, mentre l'impegno nell'ascolto dei passeggeri, nonostante le circostanze difficili, ha valso per il secondo anno il **riconoscimento The Voice of the Customer di ACI world**.

Il dialogo assiduo con tutti i partner ha condotto alla graduale piena riapertura delle attività commerciali, mentre il costante monitoraggio dei bisogni dei passeggeri ha permesso anche di individuare e proporre nuovi servizi.

Sul fronte degli investimenti, oltre che agli interventi di ammodernamento dei fabbricati aeroportuali, all'adeguamento delle reti impiantistiche, agli interventi in area movimento aeromobili, la priorità è stata data agli investimenti improntati alla sostenibilità ambientale.

Infatti il Gruppo SAGAT non solo ha mantenuto **l'impegno assunto verso l'ambiente e la comunità per ridurre a zero le emissioni di anidride carbonica** provenienti da operazioni sotto il proprio controllo, ma ha anche scelto pubblicamente la via della sostenibilità. Nel 2021 è infatti stato lanciato il progetto **Torino Green Airport**, che raccoglie tutti gli interventi orientati alla sostenibilità già implementati, in via di realizzazione e pianificati per il futuro, comunicati attraverso un'identità visiva dedicata e campagne di comunicazione interna e esterna con lo scopo di coinvolgere tutta la comunità e di attivare strategie di collaborazione.

In questo ambito l'Aeroporto di Torino è stato selezionato nel 2021 come **partner del consorzio europeo H2020 TULIPS per un'industria aeronautica più sostenibile**, unico rappresentante italiano insieme al Politecnico di Torino, ed ha preso avvio il progetto di punta di Torino Green Airport, rappresentato dalla realizzazione di un **sistema di fuel cell**

hydrogen-ready in assetto cogenerativo da 1,2 MW di potenza presso lo scalo, in grado di essere alimentato con percentuali variabili di idrogeno in blending con gas naturale per la generazione combinata di energia elettrica e termica.



TORINO AIRPORT

In 2021, Turin Airport served 2,066,106 passengers, recording an increase in traffic of 678,734 passengers, equal to +46.8% compared to 2020 but down by -47.7% compared to 2019 (the year used as a reference as it was not affected by the Covid-19 pandemic). This confirms the conditioning on traffic data of the consequences deriving from the spread of the Covid-19 virus.

Despite the complexity of the period, the commitment to overcome the crisis and to ensure a **sustainable development** of the airport has never failed. With the aim of seizing future growth opportunities arising from the end of the health emergency, SAGAT S.p.A. signed **an important agreement with the airline Ryanair which led, starting from November 2021, to the basing of two aircraft and the launch of new routes**, most of which international.

At the same time as its commitment to traffic development, SAGAT Group has faced up to the continuing health crisis by reinforcing actions to prevent contagion for passengers and the airport community, without halting projects for innovation and environmental sustainability.

The organizational effort has taken concrete form in the provision of the ski terminal for the **opening in April 2021 of the vaccination hub dedicated to citizens**, which has also allowed the vaccination of Group employees and their families in advance of the normal health channels, in organizational measures aimed at responding to the gradually emerging needs in order to preserve the health of operators and passengers, in the introduction of digital innovations to ensure social distancing, inform passengers and ensure a travel experience characterized by a high level of service despite the limitations.

The airport's correct and effective application of anti-Covid-19 procedures led to **renewal of Airport Health Accreditation certification issued by ACI World and ACI Europe**, whilst the airport's commitment to listening to passengers, despite the difficult circumstances, earned it the second year of recognition as **"The Voice of the Customer" by ACI world**.

Constant dialogue with all partners has led to the gradual full reopening of commercial activities, whilst constant monitoring of passenger needs has also enabled new services to be identified and proposed.

On the investment front, in addition to modernization of airport buildings, upgrading of plant networks and work in the aircraft movement area, priority was given to investments geared towards environmental sustainability.

SAGAT Group has not only maintained its **commitment to the environment and the community to reduce carbon dioxide emissions** from operations under its control to zero, but has also publicly chosen the path of sustainability. In 2021 the **'Torino Green Airport'** project was launched, which gathers all the sustainability-oriented interventions already implemented, underway and planned for the future, communicated through a dedicated visual identity and internal and external communication campaigns with the aim of involving the whole community and activating collaboration strategies.

In this context, Torino Airport has been selected in 2021 as a **partner of the European consortium H2020 TULIPS for a more sustainable aviation industry**, the only Italian representative together with the Polytechnic of Turin, and the flagship project of Torino Green Airport has started, represented by the realization of a **hydrogen-ready fuel cell system in cogenerative set-up of 1.2 MW of power at the airport**, able to be fed with variable percentages of hydrogen in blending with natural gas for the combined generation of electricity and heat.



LE ATTIVITÀ DI SAGAT S.P.A.

L'Aeroporto di Torino rappresenta una delle più importanti realtà economiche del Piemonte e fornisce occupazione a circa 2.800 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).

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 - SAGAT Handling S.p.A. e Aviapartner S.p.A.

Nel proprio ruolo di gestore dell'Aeroporto di Torino, SAGAT 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 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 a titolo gratuito mediante personale formato ai sensi della normativa vigente, sono illustrati nell'apposita sezione del sito internet dell'Aeroporto di Torino www.torinoairport.com/it/tofly/informazioni-utili-per-il-volo/persone-a-ridotta-mobilita.



SAGAT S.P.A. ACTIVITIES

Turin Airport represents one of the most important economic realities in Piedmont and provides employment for about 2.8 thousand people.

SAGAT S.p.A. manages the entire airport area, in particular, it is responsible for

- of the planning, realization and maintenance of the infrastructures linked to air traffic (e.g. runway and aprons);
- the design, construction and maintenance of infrastructures and buildings used by passengers and operators (air terminals with related commercial areas, parking lots, offices and facilities);
- the management of centralized infrastructures identified pursuant to Legislative Decree no. 18/99 (including boarding and disembarkation gates, baggage handling equipment, airport computer systems and public information systems);
- activities carried out within the airport area that are entrusted to various economic operators (including restaurant, bar, store and car rental operators, etc.).

Pursuant to the above-mentioned Legislative Decree no. 18/99, handling services (i.e. ground handling of passengers, freight and aircraft) may be carried out by external operators subject to certification by ENAC (the Italian Civil Aviation Authority), offering ground handling services to airlines. Two Handlers operate at Torino Airport - SAGAT Handling S.p.A. and Aviapartner S.p.A.

In its role as manager of Torino Airport, SAGAT coordinates the Committee for the regularity and quality of airport services, as required by ENAC Circular GEN-06. This Committee is the body through which the airport management company - under the supervision of the Civil Aviation Authority - establishes a systematic dialogue with the representatives of airport operators. The aim of the Committee is to identify, in a joint manner, the most appropriate actions for the improvement of services, through the periodic monitoring of airport performance and periodic meetings.

SAGAT is also **responsible for providing assistance to passengers with reduced mobility**, in accordance with European standards on air transport accessibility (EC Regulation 1107/2006). These services, provided by SAGAT free of charge through staff trained in accordance with current legislation, are illustrated in the dedicated section of Torino Airport's website www.torinoairport.com/it/tofly/informazioni-utili-per-il-volo/persone-a-ridotta-mobilita.



A disposizione dei passeggeri in difficoltà vi sono, tra l'altro: piani riassunti con scritte "braille" e dispositivi ausiliari di sicurezza; ascensori abbasati ai check-in per depositare agevolmente il bagaglio; 4 banchi check-in appositamente conformati; nastri trasportatori dei bagagli dotati di dispositivi di sicurezza che consentono un agevole ritiro del bagaglio; servizi igienici dedicati in tutte le aree aeroportuali; percorso tattile per disabili visivi presente nelle principali zone dell'aerostazione; punto di ritrovo dedicato per i passeggeri in arrivo, parcheggio distante soli 35 metri dall'aerostazione, privo di barriere architettoniche. Per ulteriori informazioni consultare www.torinoairport.com, alla pagina "Persone a ridotta mobilità".

• **ASSISTENZA PASSEGGERI CON AUTISMO**

L'Aeroporto di Torino aderisce al progetto "Autismo - In viaggio sicuro" e una brochure informativa dedicata agli accompagnatori. Con la collaborazione di Assaeroporti, le associazioni di settore e le società di gestione aeroportuale per facilitare l'accesso in aeroporto e il viaggio in aereo alle persone con autismo. Il personale dello scalo torinese, grazie a una formazione specifica, offre un supporto qualificato nell'accogliere i passeggeri con autismo, facilitando gli accompagnatori nel far vivere con maggiore serenità il viaggio in aereo e garantendo ai passeggeri con autismo il pieno godimento del diritto alla mobilità.

La pagina web dedicata www.torinoairport.com/autismo raccoglie tutte le informazioni necessarie, tra cui la "Storia Sociale", ovvero la descrizione degli ambienti e il racconto del percorso all'interno dello scalo e una brochure informativa dedicata agli accompagnatori.

Il servizio di Car sharing è gestito da più operatori, è disponibile all'Aeroporto di Torino presso il nuovo parcheggio dedicato. Per maggiori informazioni, consultare il sito web dell'Aeroporto di Torino www.torinoairport.com.

- CARRELLI PORTABAGAGLI**
- FAST TRACK**
- NURSERY**

Livello Arrivi, zona ritiro bagagli: In questa sala, dotata di servizi igienici, possono essere cambiati e accuditi i bambini. Per accedere al locale ci si deve rivolgere al personale dell'Ufficio Lost&Found SAGAT Handling. Inoltre, la maggior parte delle toilette per signore presenti nell'Aerostazione (a Livello Arrivi, Livello Partenze e Livello Superiore Terminal) è dotata di servizi igienici.

• **BAGAGLI SMARRITI**

In caso di mancata riconsegna del bagaglio in arrivo o di danneggiamento dello stesso, ci si può rivolgere agli uffici Lost&Found della società incaricata dalla compagnia aerea con la quale si è effettuato il volo. La denuncia deve essere effettuata all'arrivo, non appena venga constatato lo smarrimento o il danno, prima di uscire dall'Area Ritiro Bagagli. Gli uffici sono situati al Livello Arrivi presso la stessa area di riconsegna dei bagagli.

- SAGAT Handling: lost.found@sagat.trn.it; tel. 011.5676200, orario 8-24*; consegna bagagli: 9-12/14-21.
- Aviapartner: tel. 011.5676785, orario 09.00-12.30; 17.00-19.00; 21.00-24.00.
- TRASPORTO ANIMALI**

Al momento della prenotazione è necessario segnalare alla compagnia la presenza di un animale al seguito ed accertarsi delle regole vigenti in merito all'introduzione di animali nello Stato di destinazione finale (in particolare circa le vaccinazioni e la documentazione necessaria). I cani per non vedenti vengono imbarcati con il passeggero, purché muniti di museruola e guinzaglio: in questo caso il trasporto è gratuito, ma la presenza dell'animale dovrà comunque essere segnalata al momento della prenotazione del biglietto.

Gli animali vivi trasportati come bagaglio a mano dai passeggeri in partenza vengono controllati prima di accedere alle aree sterili e a bordo, degli aeromobili, con le medesime modalità utilizzate per i passeggeri con disabilità.

• **PARCHEGGI E CAR SHARING**

Il sistema parcheggi è studiato per soddisfare tutte le esigenze di sosta, secondo criteri di comodità e convenienza.

Si compone di un ampio Parcheggio Multipiano con 2.288 posti auto complessivi, dei quali 1.757 coperti (50 posti al Livello Partenze sono riservati alle persone a ridotta mobilità) e 460 scoperti ed ubicati al 5° piano. Al Multipiano coperto è possibile accedere anche con il sistema Telepass, mentre il 5° livello è acquistabile unicamente online.

Sono a disposizione della clientela anche tre parcheggi scoperti, per un totale di 270 posti auto.

• **FAST TRACK**: servizio a 10 minuti di sosta gratuita e tariffa gratuita. Sono dedicati alle soste brevissime (inferior a 40 minuti) per chi accompagna o viene a prendere e sono situati a pochi metri dal Terminal Passeggeri: al Livello Partenze, il parcheggio sosta express Bye&Fly offre 60 posti scoperti e 40 posti coperti e prevede

accesso anche con Telepass e pagamento elettronico alla barriera di uscita; al Livello Arrivi, il sosta express Kiss&Ride, con 94 posti coperti e segnalato ai passeggeri in arrivo mediante apposite indicazioni che guidano fino al "punto d'incontro". Per agevolare il carico dei passeggeri, infatti, all'interno del parcheggio Kiss&Ride è stato realizzato un punto di ritrovo facilmente identificabile, riparat e comodo da raggiungere anche per chi utilizza i carrelli portabagagli.

Sono inoltre presenti il parcheggio da 130 posti Online Low-Cost, ubicato all'ingresso dello scalo (acquistabile solo online e con Tariffa estremamente conveniente), ed il parcheggio Sosta Lunga, con 140 posti scoperti, acquistabile anche online, con tariffe convenienti per soste superiori ai 4 giorni.

Tutte le aree di sosta sono accessibili anche tramite lettura carta in fase di ingresso e uscita, al fine di garantire la massima sicurezza agli utenti e azzerare i contatti con gli operatori.

Sono presenti 11 casse per il pagamento automatico che accettano contanti, bancomat e carte di credito, oltre ad all'Inpoint Parcheggio presidiato, situato nella hall partenze, con orario 5-24. L'Aeroporto offre, su richiesta, convenzioni a tariffe speciali per enti, aziende, tour operator e agenzie di viaggi. Parcheggi e altri prodotti collegati alla mobilità (Fast Track, Piemonte Lounge, tessere prepagate, corporate card, Torino Airport Pass e tessere operatori) possono essere acquistati sul sito e-commerce dell'Aeroporto di Torino <https://ecom.torinoairport.com>. Ulteriori informazioni sono disponibili sul sito www.torinoairport.com.

Il servizio di Car sharing è gestito da più operatori, è disponibile all'Aeroporto di Torino presso il nuovo parcheggio dedicato. Per maggiori informazioni, consultare il sito web dell'Aeroporto di Torino www.torinoairport.com.

- CARRELLI PORTABAGAGLI**
- FAST TRACK**
- NURSERY**

Livello Partenze, Area Check-in: Varco dedicato ai passeggeri aventi diritto, in base alle convenzioni con le compagnie aeree, o in possesso di singolo titolo di accesso, acquistabile presso la biglietteria aeroportuale, direttamente al Fast Track, sul sito e-commerce dell'Aeroporto di Torino [s://ecom.torinoairport.com/it/fast-track.html](https://ecom.torinoairport.com/it/fast-track.html) o tramite la App Torino Airport, disponibile per iOS e per Android. Situata in prossimità dei controlli di sicurezza, il servizio permette di accedere più velocemente all'Area Imbarchi attraverso un percorso dedicato. È attivo tutti i giorni con orario 5-24*.

- PHARMACY**
- AVVERTENZE:**
 - Verificare gli orari di apertura dei singoli servizi e delle attività commerciali sul sito web dell'Aeroporto di Torino www.torinoairport.com
 - Tutti i numeri telefonici sopraindicati devono essere preceduti dal prefisso +39 se la chiamata avviene dall'estero.

• **MEETINGS ROOM**
Departures Level, Check-in Area: the meeting room can accommodate 6/8 people to better manage a business meeting or a business meeting. The room has a total of 40 square meters and is equipped with a waiting area, television, projection monitor, PC sockets, mini bar, Wi-Fi connection, direct access to the Departures hall.

- BAR, RESTAURANTS, SELF SERVICE**

Arrivals level: Autogrill Passaggio Torino bar / fast food, opening hours 6.30-23.*
Departures Level, Boarding Area: Bufala restaurant / bar, opening hours 5-22 ; Autogrill Piazza Castello restaurant wine bar, opening hours 4.30-22* ; Giappo sushi bar, opening hours 10.30-21* ; Baladin birra e pasta restaurant, opening hours 11-22* ; Work&Eat restaurant / bar, opening hours 6-20.30* ; Terro di Baladin, opening hours 8-18*.*
Departures Level, Check-in Area: Chef Express Panella bar, opening hours 6-21 ; Pepino 1884 snack bar and ice cream, opening hours 7-19*.*
Upper Level Departures: Self-service restaurant Ingredienti, opening hours 11-14.30 and 18-20.30 ; Mc Donald's, opening hours 10-20.30.*
There are also vending machines for water, soft drinks and snacks in all public areas.

• **SUPERMARKET AND MARKETS**
Arrivals Level: Crai Supermarket, opening hours 8-20.*
Departures Level, Boarding Area: Autogrill Market, opening hours 4.30-22.*
Upper Level, Check-in Area: Travel Essentials 5-21.30.*

- BANKS, CURRENCY EXCHANGE AND ATM**

Arrivals level: Banca del Piemonte ATM.
Arrivals Level, Baggage Claim Area: Forexchange ATM.
Departures Level, Check-in Area: Banca Sella branch and Banca Sella ATM; Unicredit ATM; Banca Intesa Sanpaolo ATM; Euronet ATM.

- PHARMACY**

Arrivals level: open every day, 9-13; 13.30-17.*
AIRPORT EMERGENCY FIRST AID
Arrivals level: SAGAT has the company ONTARIO S.r.l. with the management of health services, related to the Airport Emergency First Aid, and the intangible escort in case of the air emergency by SAGAT. Available for 105 minutes a special agreement.
Services guaranteed 24 hours a day, every day of the year through the presence of the following staff:

• *doctors who rotate in shifts of 8 hours each throughout the day;*

- n. 2 (two) ONTARIO health workers who guarantee the presence of three health workers on a shift 6-24.00.*
- AUTOMATIC EXTERNAL DEFIBRILLATORS (AED)**

The Passenger Terminal, configuring itself as a highly frequented building, therefore characterized by high crowding, is equipped with 19 defibrillators (AED) of the latest generation.
The defibrillators, as they are semi-automatic, are easy to use and can be operated either by medical or health personnel, or by qualified "lay" personnel. In fact, the AED can be used independently, verifying the absence of a beat and releases the necessary electric shock.

• **WIFI**
Available and free.

- CHARGING STATIONS**

Beyond the security checks there are some charging stations for electronic devices.

- PUBLIC TELEPHONES**

There are 8 Telecom public telephones in the terminal.

- LUGGAGE DEPOSIT**

Unavailable.

- SMOKING ROOM**

Departures Level, Boarding Area: Located beyond the security controls, near the Fast Track and before gates 14-22, the smoking cabin has up to 8 standing places. It is equipped with a ventilation system, internal LED lighting, ashtray and charging sockets. Due to the Covid-19 emergency, access is allowed to 1 person at a time.

- REMOTE INFORMATION SOURCES**

For information call 011.5676.361 / 362 or via WhatsApp at 331.6915844. The service is available from Monday to Sunday. For further information, consult the website www.torinoairport.com or the TorinoAirport App, available for Ios and Android. A messaging service is also available on Facebook, on the official page of Torino Airport.

- IN TRANSIT PASSENGERS**

All passengers in transit, whether they come from EU / Schengen countries or from non-EU / Extra-Schengen countries, after disembarking at the Terminal must necessarily exit the Arrivals Level,

with the temperature measured using a thermoscanner and go back to the Departures Level to undergo at the security filter controls and then enter the Boarding Hall for the onward flight.
WARNING: Please note that at the time of printing, temperature measurement is still mandatory, but it may be modified or eliminated later in the year.

• **LOST AND FOUND**
Arrivals Level: The search service is dedicated only to items lost / forgotten at the airport or on board the plane. After 24 hours of loss, you can contact the Lost Property Office (tel. 011.5676478), submitting a specific report that can be downloaded from the Torino Airport website: www.torinoairport.com, to be sent by email to oggettismarriti@sagat.trn.it or by fax at the telephone number 011.5676442. For collection, it is possible to contact the Lost baggage office (tel. 011.5676442) for an amount greater than the company SAGAT Handling. The objects found are kept in the 'Lost Property' Office for a period of 12 months from discovery, after this deadline they will no longer be claimable.

- CHECK-IN AND BOARDING**

The ways to check-in also include web, mobile and self modes. Sometimes, therefore, passenger check-in does not take place at the check-in desks or even at the airport.
On the other hand, when the passenger arrives at the airport at the manned desks, proceed as follows: the passenger must have a valid and appropriate identity document according to the final destination of the trip; the check-in clerk, having verified the validity of the ticket, records the passenger and any checked baggage on the flight, and issues the boarding pass which indicates the expected boarding time. At the automated turnstiles for accessing the security checkpoints, the passenger's ticket will be checked by a special reader. The boarding pass will be requested at the gate, together with the identity document. Following the provisions due to the Covid-19 health emergency, departing passengers may be required to submit additional documentation (eg: self-declarations, certification of negativity to Covid-19) in order to be able to regularly undertake their journey. To verify the need for this documentation, which may vary according to the travel destination and according to the regulations in force, please refer to the website www.torinoairport.com.

Passengers are asked to arrive at the airport sufficiently in advance of the departure time to allow the security procedures to be carried out for the control of passengers and baggage.

By way of non-exhaustive indication, it is also forbidden to carry on board in your *hand luggage*: objects with a sharp point or a sharp edge (such as, for example, cutting items, cutters, razor blades, knives and scissors with blades over 6 cm long), work tools, blunt instruments, pistols and firearms (including toy weapons), incendiary substances and devices, etc. There are also limitations for *checked baggage*: it is not allowed to carry explosive and incendiary substances and devices such as, for example, ammunition, detonators, fuses, mines, grenades, pyrotechnic articles, sticks, dynamite, guns, rifles, plastic explosives.

These measures concern all airports in the European Union, as well as Norway, Iceland and Switzerland.
As regards the control (screening) and cabin transport of liquid products, aerosols and gels in EU airports, the details are available on the ENAC website www.enac.gov.it and on the European Community website www.ec.europa.eu.
Once the security checks have been passed, it is possible to purchase and transport on board or consume liquid products as indicated by the staff.Passengers who have checked in using the web mode must show a paper copy of their boarding pass at the time of checks.
Passengers who have instead checked-in using the mobile mode, must show their smartphone / tablet by showing the boarding document issued by the airport, or by web access via SMS or MMS messages from the carrier.
Only passengers with a suitable and valid travel document, such as the boarding pass issued at the airport check-in desks or the electronic boarding pass with a barcode printed by the passenger on paper support or viewable on your mobile phone or tablet.

For Extra-EU / Extra-Schengen passengers, E-gates have also been installed at the Departures Level, in the Boarding Area, and at the Arrivals level, which have speeded up passport controls through a system, interfaced with the Polaria ones, which scans the passport and biometric face comparison.
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• **CUSTOMS**

Passengers expatriating to countries outside the European Union must declare to the airport customs authorities the release of video cameras, cameras and in general of objects more frequently purchased abroad, so that upon return they are not required to application of customs taxes. It is necessary to keep the receipts of purchases made in non-EU countries, in order to obtain the exemption from customs duties granted for purchases up to 430 euros. The TAX FREE is a facility granted to non-residents and non-domiciled in the European Union, who can obtain a refund of VAT on goods purchased in authorized shops for an amount exceeding 154.94 euros, upon presentation of the receipts of purchase and of the goods upon leaving the EU territory. It is mandatory to make a specific declaration to the customs office for the currency that is the animal must still be reported when booking the ticket.

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- PARKING AND CAR SHARING**

The parking system is designed to meet all parking needs, according to criteria of comfort and convenience. It consists of a large multi-story car park with a total of 2,288 parking spaces, of which 1,757 covered (50 spaces on the Departures Level are reserved for people with reduced mobility) and 460 uncovered and located on the 5th floor. The covered multi-storey can be accessed with the Telepass system, while the 5th level can only be purchased online. Three uncovered car parks are also available to customers, for a total of 270 parking spaces.
Two express parking lots, with 10 minutes of free parking and a gradual rate, are dedicated to very short stops (less than 40 minutes) for those accompanying or coming to pick up and are located a few meters from the Passenger Terminal: on the Departures Level, the parking lot express Bye & Fly offers 60 uncovered spaces and 40 covered spaces and also provides access with Telepass and electronic payment at the exit barrier; at the Arrivals Level, the Kiss & Ride express stop, with 94 covered spaces, is signaled to arriving passengers by specific signs that guide them to the "meeting point". In fact, to facilitate the loading of passengers, an easily identifiable, sheltered and easy-to-reach meeting point was created inside the Kiss & Ride car park, even for those who use luggage trolleys. Moreover, the 130-space Online Low-Cost car park, located at the entrance to the airport (which can only be purchased online and with extremely convenient rates), and the Long Stay car park, with 140 uncovered spaces, are intended for longer stays, exceeding 4 days.

All parking areas are accessible by reading the license plate during entry and exit, in order to guarantee maximum safety for users and eliminate contacts with operators.
There are 11 cash desks for automatic payment that accept cash, debit cards and credit cards, as well as a manned Parking Office, opening hours 8-24*.
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- LUGGAGE TROLLEYS**

Luggage trolleys are free.

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Baggage can be collected in the public area by accessing the Lost & Found offices from the Arrivals Level.

- ANIMAL TRANSPORT**

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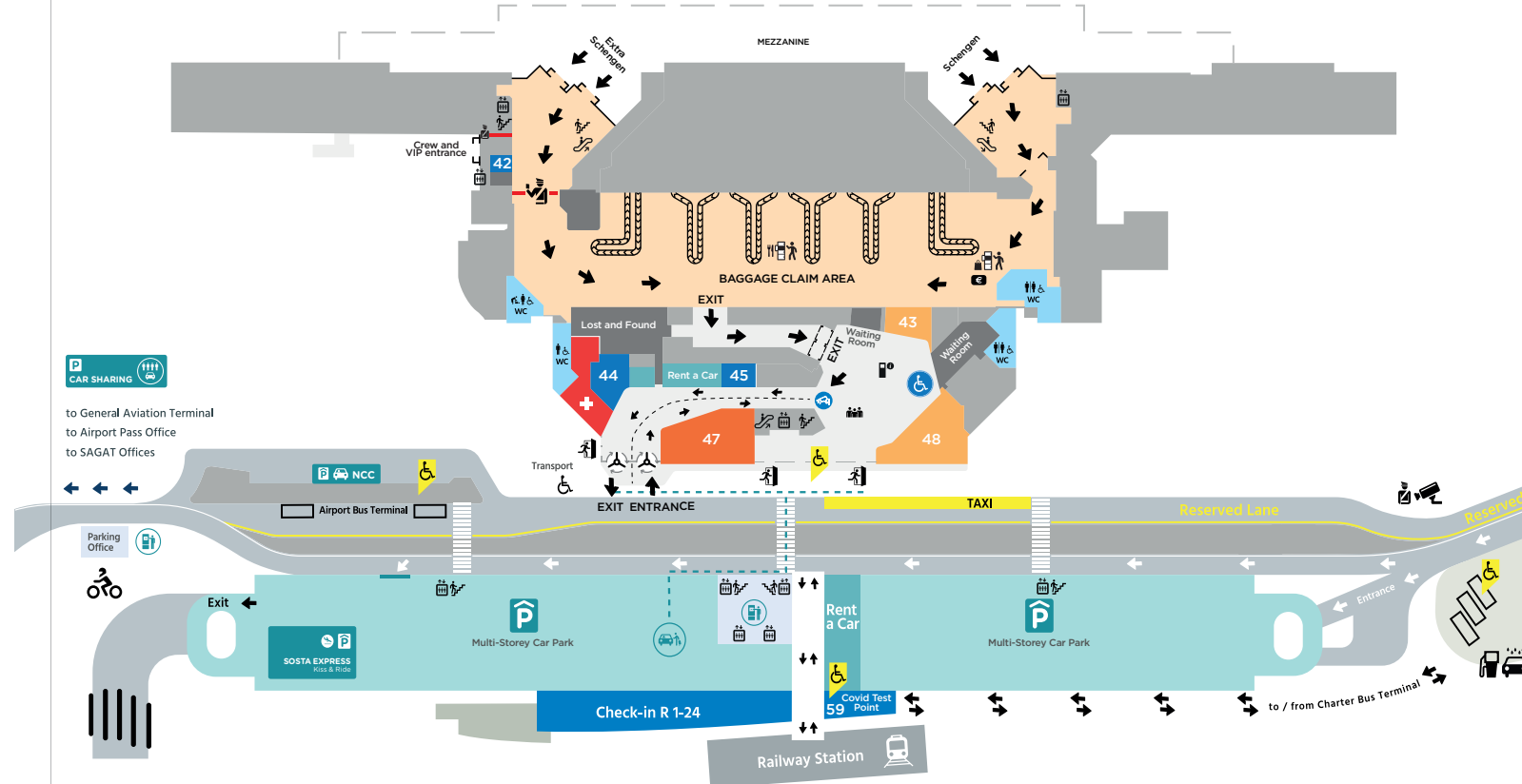
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Aerostazione Air Terminal

ARRIVI
ARRIVALS
Level 0

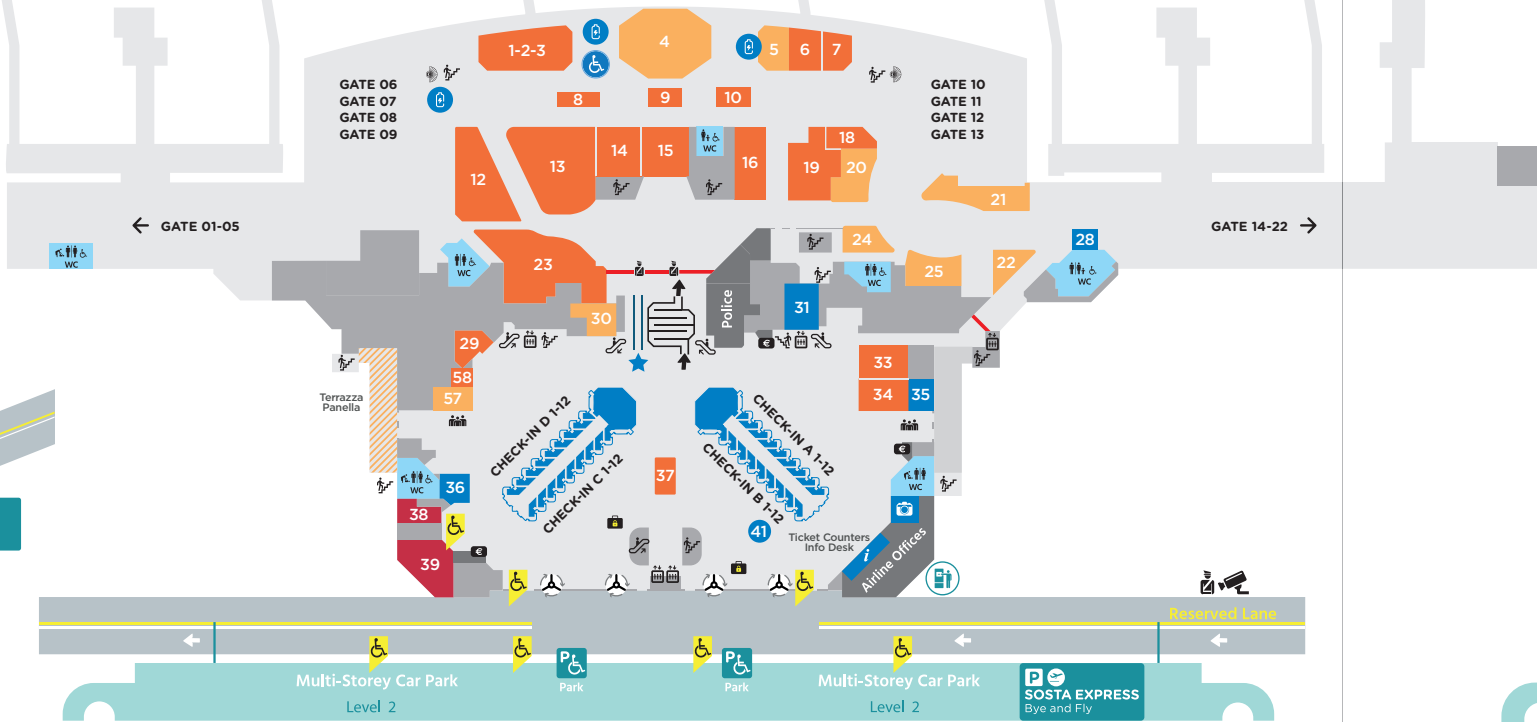


LEGENDA

- Area Ritiro Bagagli *Baggage Claim Area*
- Assistenza Bagagli Oggetti Smarriti *Lost and Found Lost Property*
- Cappella Ecumenica *Ecumenical Chapel*
- Sala del silenzio *Silence room*
- Sala di preghiera musulmana *Muslim prayer room*
- Check-in
- Pronto Soccorso Sanitario Aeroportuale *First Aid*
- Informazioni - Biglietterie *Information - Ticket Counters*
- Fast Track
- Lounge *VIP Lounge*
- BABY Lounge
- PIEMONTE Lounge
- Sala Riunioni SAGAT *Meeting Room*
- Sala Amica PRM *Courtesy Lounge*
- Toilets
- SERVIZI Facilities**
- 28 Area Fumatori *Smoking Area*
- 31 Banca Sella *Bank*
- 35 ZZZleep and Go
- 36 Innovation Lab
- 42 Ufficio Sanità Aerea *Air Health Office*
- 44 Farmacia *Pharmacy*
- 45 Infopoint Piemonte in your Hands
- 54 Area Edutainment Thales Alenia Space
- 56 Area Edutainment Leonardo
- 59 Covid Test Point

La mappa recante le informazioni su "come arrivare in aeroporto" e la mappa con le dotazioni del terminal sono aggiornate ad aprile 2022. *The map "Getting to the airport" and the Terminal maps are updated at April 2022.*

PARTENZE
DEPARTURES
Level+1



RISTORAZIONE Bar&Restaurants

- 4 Autogrill Piazza Castello
- 5 Giappo
- 20 Baladin
- 24 Terre di Baladin
- 21-22 Bufala
- 25 WorkEat
- 30 Pepino
- 43-48 Autogrill Passaggio Torino
- 50 Self-service Ingredienti
- 52 Mc Donald's
- 51-53-55 Food Lounge
- 57 Panella + terrazza

NEGOZI Shops

- 1 Superga
- 2 K-Way
- 3 Robe di Kappa
- 6 Rosso Rubino
- 7 Blanco
- 8 Venchi
- 9 Autogrill Market Titoli
- 10 Borbonese
- 12-13-23 Heinemann Duty Free +39
- 14
- 15 Viaggi Essential
- 15 Flying Tiger
- 16 WHSmith
- 18 NAU
- 19-33 Giunti al Punto Libreria
- 29 Marina Militare
- 34 Camomilla Italia
- 37 Gobino
- 47 CRAI Super Market

PARCHEGGI Car Parks

- Multipiano *Multi-Storey*
- Piano 4 *Level 4*
- Piano 5 *Level 5*
- Sosta Lunga *Long Stay*
- Sosta Express *Bye&Fly* 10' GRATIS / FREE
- Online *Low Cost*
- Sosta Express *Kiss&Ride* 10' GRATIS / FREE
- Parking Bus e Navette *Bus Parking*

AUTONOLEGGI Rent a Car

- Avis Budget Maggiore - Autovia - Europcar
- Hertz - Locauto - Sicily by Car - Sixt - Leasys

CAR SHARING

- Enjoy - Share Now - LeasysGo!

PARTENZE
DEPARTURES
Level+2



SIMBOLI Symbols

- Ascensore *Lift*
- Bancomat *ATM*
- Controllo Passaporti *Passport Control*
- Controllo Sicurezza *Security Control*
- Dogana *Customs*
- Corsia Riservata *Reserved Lane*
- Passaggeri a ridotta mobilità *PRM*
- Fasciatoio Baby *Baby Care*
- Foto *Photo*
- Kiss&Ride punto di incontro *Kiss&Ride meeting point*
- Casse automatiche *Automatic cashier*
- Car sharing
- Gruppi *Groups*
- Parcheggio Moto *Motorbike Parking*
- Passaggeri in Transito *Flight Connections*
- Protezione Bagagli *Luggage Sealing*
- Punto Chiamata PRM *PRM Call Point*
- Punto Incontro PRM *PRM Meeting Point*
- Scala a chiocciola con ascensore *Spiral stairs with lift*
- Stazione di Servizio - Autolavaggio *Petrol Station - Car Wash*
- Uscita di Emergenza *Emergency Exit*
- Digital Locker Order&PickUp
- Digital Locker Shop&Collect
- Controllo temperatura *Termoscanner*
- Carica batteria *Charger*

FOCUS COVID-19

Con il perdurare dell'emergenza pandemica nel corso di tutto il 2021, l'Aeroporto di Torino ha continuato a far fronte in maniera rapida ed efficace all'emergenza Covid-19, mettendo al primo posto la sicurezza dei passeggeri e degli operatori aeroportuali.

Sin dall'inizio dell'emergenza sanitaria sono stati implementati e condivisi con gli Enti aeroportuali competenti procedure per la gestione della crisi e un piano di continuità tecnico-operativa, ufficializzato all'ENAC, atto a mantenere inalterati i livelli operativi di safety e di security dell'aeroporto. Questa attività è stata portata avanti con costante aggiornamento anche nel corso del 2021. Tra aprile 2021 e febbraio 2022 è inoltre stata messa a disposizione l'infrastruttura aeroportuale dello ski terminal per l'allestimento di un hub vaccinale a servizio del territorio.

A tutta la comunità aeroportuale, ai fornitori del Gruppo SAGAT ed ai subconcessionari sono state divulgate raccomandazioni per mitigare i rischi legati al contagio da Covid-19 e chiare istruzioni per gestire i casi conclamati o sospetti di positività. È stata mantenuta l'attività di controllo della temperatura corporea a tutti i passeggeri in arrivo o in partenza da e per l'Aeroporto di Torino e si è continuato a mantenere separati i percorsi dei passeggeri in arrivo da quelli in partenza e sono state predisposte aree di imbarco a gate unificati per avere a

disposizione uno spazio maggiore di separazione dei passeggeri in base al posto occupato a bordo degli aeromobili e consentire una migliore gestione del flusso sia durante l'imbarco che per la sistemazione a bordo dell'aeromobile.

In tutto il Terminal passeggeri è presente segnaletica a terra per il mantenimento della distanza di sicurezza, al pari di affissioni e annunci sonori diffusi all'interno dell'Aerostazione per ricordare ai passeggeri l'obbligo di indossare la mascherina e di esibire il Green Pass agli addetti ai controlli.

FOCUS COVID-19

With the continuation of the pandemic emergency throughout 2021, Turin Airport has continued to deal quickly and effectively with the Covid-19 emergency, keeping the safety of passengers and airport operators as a priority.

Since the beginning of the health emergency, procedures for the management of the crisis and a technical and operational continuity plan were implemented and shared with the competent airport authorities, which was officially approved by the Civil Aviation Authority, in order to maintain operational safety and security levels at the airport. This activity was carried out with constant updates also during 2021. Between April 2021 and February 2022 the airport infrastructure of the ski terminal was also made available for the setting up of a vaccine hub to serve the territory.

Recommendations to mitigate the risks associated with Covid-19 infection and clear instructions on how to handle confirmed or suspected positive cases were disseminated to the entire airport community, SAGAT Group suppliers and sub-concessionaires. Body temperature checks were carried out on all passengers arriving at or departing from Torino Airport and the routes of arriving and departing passengers were kept separate, and unified gate areas were set up to provide greater space for separating passengers according to the seat

occupied on board aircraft and to allow better management of passengers flow both during boarding and when boarding the aircraft.

Throughout the passenger terminal, signs are posted on the ground to ensure that passengers maintain a safe distance from the aircraft, as well as posters and announcements throughout the terminal, reminding passengers of their obligation to wear masks and show their Green Passes to security staff.

FOCUS COVID-19

CAMPAGNA DI COMUNICAZIONE

Seguendo l'evolversi delle disposizioni normative in merito all'emergenza sanitaria, sono stati affissi cartelloni informativi e predisposti messaggi audio e sui monitor e sui display presenti all'interno dell'Aerostazione Passeggeri, in coincidenza con l'aggiornamento delle varie disposizioni normative che si sono susseguite nel corso dell'anno.

La campagna riguarda capillarmente tutte le aree pubbliche del Terminal, al fine di agevolare costantemente il passeggero nel ricordare le norme basiche per l'igiene ed il distanziamento interpersonale presso ogni tratto del proprio percorso in aeroporto.

È stata inoltre realizzata una campagna di comunicazione che, attraverso tutti i canali di comunicazione dell'Aeroporto, ricordi ai passeggeri l'obbligo di indossare la mascherina chirurgica all'interno del Terminal Passeggeri e le disposizioni di sicurezza, tra cui l'obbligo di esibizione del Green Pass.

FOCUS COVID-19

COMMUNICATION CAMPAIGN

Following the evolution of the regulatory provisions regarding health emergencies, information posters and audio messages were put up on the monitors and displays inside the Passenger Terminal, coinciding with the updating of the various regulatory provisions that followed during the year.

The campaign covers all public areas of the Terminal, in order to constantly help passengers to remember the basic rules of hygiene and personal distance at every stretch of their journey through the airport.

In addition, a communication campaign has been set up to remind passengers, via all the airport's communication channels, of the obligation to wear a surgical mask inside the Passenger Terminal and of security provisions, including the requirement to show the Green Pass.



FOCUS COVID-19

SOLUZIONI 'CONTACTLESS'

Nel corso del 2021 si è favorito l'impiego di tecnologie tese all'eliminazione o riduzione dei contatti fra persone all'interno dell'Aeroporto per prevenire la diffusione del virus Covid-19.

Tra le soluzioni contactless implementate in aeroporto si ricordano gli E-Gates agli arrivi ed alle partenze, i lettori automatici di carte di imbarco prima del controllo di sicurezza, la Torino Airport APP per acquisti touchless, chioschi self check-in e procedure di web check-in, oltre alla predisposizione presso alcune toilettes di contatori automatici agli ingressi volti a limitare l'assembramento nei locali di servizio.

Inoltre si ricorda che già dal 2020 SAGAT ha adeguato le proprie modalità di svolgimento dei servizi introducendo procedure di imbarco più sicure e per ciò che riguarda i controlli di sicurezza sono state introdotte le protezioni monouso delle vaschette contenitore degli effetti personali, con un sistema di sanificazione fotocatalitica delle vaschette sui recuperatori automatici. Si ricorda infine che per verificare il grado di soddisfazione dei passeggeri successivamente ai controlli di sicurezza sono stati installati due Smiley box touchless: i due totem, collocati in uscita dalla zona varchi, consentono ai passeggeri di fornire una valutazione della qualità del servizio svoltosi al controllo di sicurezza senza entrare in contatto con la superficie.

FOCUS COVID-19

'CONTACTLESS' SOLUTIONS

During 2021 the use of technologies aimed at eliminating or reducing contact between people within the airport was encouraged to prevent the spread of the Covid-19 virus.

Among the contactless solutions implemented at the airport are the E-Gates at arrivals and departures, automatic boarding card readers before the security check, the Torino Airport APP for touchless purchases, self check-in kiosks and web check-in procedures, as well as the provision at some toilets of automatic counters at the entrances aimed at limiting crowding in the service areas.

It should also be noted that since 2020 SAGAT has adapted its methods of carrying out services by introducing safer boarding procedures and, as regards security checks, disposable protection of the trays containing personal belongings has been introduced, with a photocatalytic sanitization system of the trays on the automatic retrieval systems. Finally, in order to check passenger satisfaction after security checks, two Smiley touchless totems have been installed: these two totems, located at the exit from the gate area, enable passengers to assess the quality of the service provided at security checks without coming into contact with the surface.



FOCUS COVID-19

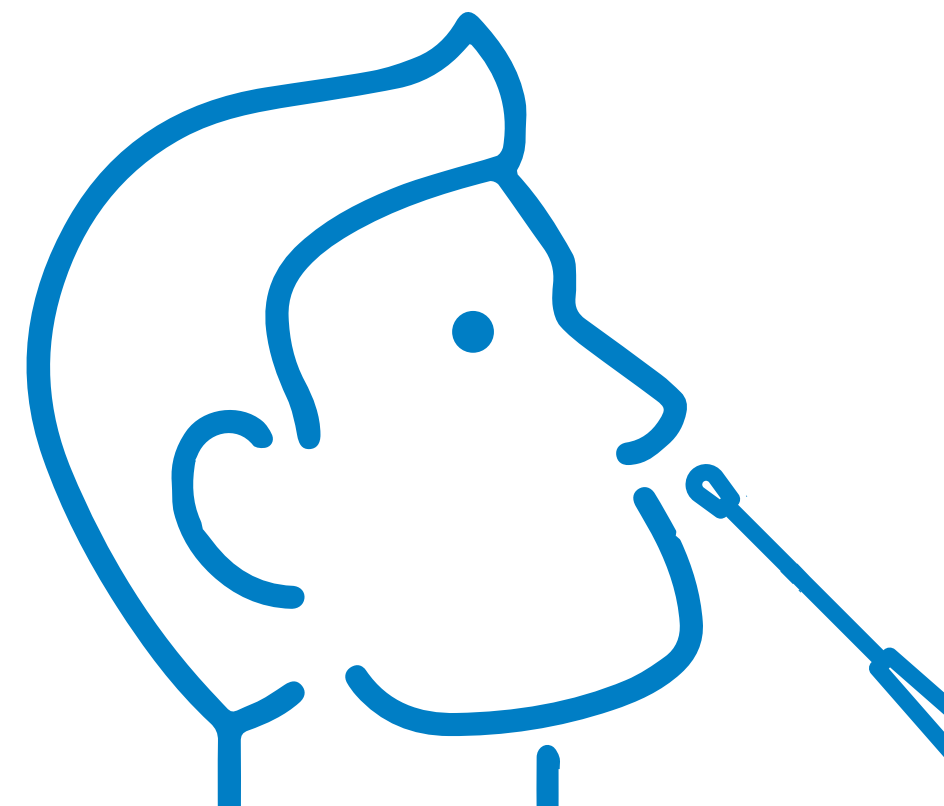
TAMPONI E COVID TEST POINT

Da ottobre 2020 l'Aeroporto di Torino ha introdotto il servizio di monitoraggio del virus Covid-19 tramite effettuazione di test sierologico, test rapido antigenico e/o test molecolare presso il Covid Test Point aeroportuale, accessibile non solo ai passeggeri in arrivo/partenza da Torino Airport, ma a tutta la cittadinanza.

FOCUS COVID-19

SWABS AND COVID TEST POINT

Since October 2020, Turin Airport has introduced the Covid-19 virus monitoring service through serological testing, rapid antigenic testing and/or molecular testing at the airport Covid Test Point, accessible not only to passengers arriving/departing from Turin Airport, but to all citizens.



FOCUS COVID-19

AIRPORT HEALTH ACCREDITATION

Ad ottobre 2021 è stata rinnovata la certificazione AHA-Airport Health Accreditation rilasciata da ACI Europe. Il programma valuta misure e procedure sanitarie introdotte dagli scali a seguito della pandemia da Covid-19, in conformità con le raccomandazioni dell'Organizzazione Internazionale dell'Aviazione Civile (ICAO - Council Aviation Recovery Task Force), in linea con l'Agenzia Europea per la sicurezza aerea (EASA), il protocollo del Centro Europeo per la prevenzione e il controllo delle malattie (ECDC - Aviation Health Safety Protocol) e le linee guida ACI Europe per una Healthy Passenger Experience negli aeroporti. Pulizia e disinfezione degli ambienti, mantenimento delle distanze fisiche, protezione del personale, comunicazioni e strutture per i passeggeri sono tra gli elementi presi in considerazione da ACI per rilasciare la certificazione.

FOCUS COVID-19

AIRPORT HEALTH ACCREDITATION

In October 2021 the AHA-Airport Health Accreditation certification issued by ACI Europe was renewed. The program evaluates health measures and procedures introduced by airports following the Covid-19 pandemic, in accordance with the recommendations of the International Civil Aviation Organization (ICAO - Council Aviation Recovery Task Force), in line with the European Aviation Safety Agency (EASA), the European Centre for Disease Prevention and Control (ECDC - Aviation Health Safety Protocol) and the ACI Europe guidelines for a Healthy Passenger Experience at airports. Cleanliness and disinfection of environments, maintenance of physical distances, protection of personnel, communications and facilities for passengers are among the elements taken into consideration by ACI in awarding the certification.



LA POLITICA DELLA QUALITÀ

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 SAGAT prosegue nella politica di miglioramento dell'infrastruttura e della qualità dei servizi a disposizione dei passeggeri.

Abbiamo assegnato alla Qualità un ruolo trasversale a tutti i processi aziendali, ponendo al centro della nostra strategia il costante miglioramento della customer experience.

La Politica della Qualità è così declinata:

- erogare servizi di eccellenza nelle attività proprie del gestore aeroportuale, interagendo con le Istituzioni e con gli interlocutori commerciali in modo affidabile e proattivo;
- esercitare con autorevolezza il proprio ruolo di presidio, assicurando la Qualità del "sistema aeroporto" nel suo complesso, mediante la sensibilizzazione e l'intervento nei confronti degli operatori aeroportuali;

- rendere sempre più efficiente l'organizzazione aziendale, tramite la formazione e l'aggiornamento delle risorse umane, diffondendo la consapevolezza sui temi della Qualità e verificandone periodicamente l'efficacia;
- monitorare assiduamente gli indicatori della Qualità erogata e percepita, anche in termini di benchmark con altre realtà aeroportuali, non solo per tenere sotto controllo il livello delle prestazioni, ma anche per cogliere nuove opportunità di miglioramento;
- operare nel rigoroso rispetto della normativa vigente in materia di Qualità dei Servizi ed in conformità a quanto disposto dalla norma UNI EN ISO 9001:2015.



QUALITY POLICY

The manager of an essential public service, such as the airport, cannot disregard the customer-passenger as the central element of its corporate mission. For this reason SAGAT continues to pursue its policy of improving the infrastructure and quality of services available to passengers.

We have assigned Quality a transversal role to all business processes, placing the constant improvement of the customer experience at the center of our strategy.

The Quality Policy is defined as follows:

- *providing services of excellence in the airport operator's own activities, interacting with institutions and business partners in a reliable and proactive way;*
- *exercising its supervisory role, ensuring the quality of the "airport system" as a whole, by raising awareness and intervening with airport operators;*
- *making the company organization more and more efficient, through the training and updating of human resources, spreading awareness of quality issues and periodically checking its effectiveness;*

- *continuously monitoring the indicators of the quality provided and perceived, also in terms of benchmarking with other airports, not only to keep the level of performance under control, but also to seize new opportunities for improvement;*
- *operating in strict compliance with the regulations in force concerning the Quality of Services and in conformity with the provisions of the UNI EN ISO 9001:2015 standard.*



IL SISTEMA DI GESTIONE SALUTE SICUREZZA E AMBIENTE (SGSSA)

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 Sistema di Gestione Salute e Sicurezza e Ambiente - 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 risulta essere 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.

Invece, 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 ambientali avviene nello specifico anche attraverso i Piani di prevenzione e gestione delle acque meteoriche derivanti sia dalla pista di volo che dai piazzali aeromobili.



THE ENVIRONMENT, HEALTH AND SAFETY MANAGEMENT SYSTEM (EHS)

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

Through the adoption and timely compliance with the Protocols and Procedures of the Environment, Health and Safety Management System - EHS, SAGAT S.p.A. manages with the utmost attention the aspects related to the health and safety of workers, fire prevention, hygiene and healthiness of the buildings and the various workplaces, environmental matrices (water, air, atmosphere and soil).

The EHS is a strategic and transversal element for all activities carried out on airport grounds: development activities, aeronautical operations, management of services provided - carried out directly or indirectly - design activities, construction and maintenance of infrastructures.

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

- *compliance with the general and special regulations on accidents, safety and hygiene at work;*
- *compliance with operating procedures and safety standards;*
- *protection of the health of workers and people who, in various capacities, work at the airport;*
- *prevention of accidents and occupational diseases;*
- *promotion of healthy lifestyles and behaviors in the workplace;*
- *promotion of correct and responsible behavior to protect safety.*

In the environmental sector, on the other hand, attention is focused on the Environmental Protection Plan, which contains the environmental indicators for which the Management Company is committed to achieving its improvement objectives, as well as a description of the activities and instrumental investments aimed at achieving these objectives.

In view of the current state of the environmental matrices present on airport grounds, as well as the results already achieved in the airport's organization and infrastructure, thanks to the Environmental Management System and the Energy Management System, a series of indicators linked to specific investments has been identified, corresponding to the effective and priority needs for environmental improvement at the airport.

Monitoring of environmental indicators is also carried out specifically through the Plans for the prevention and management of rainwater from both the runway and the aircraft aprons.



IL SISTEMA DI GESTIONE DELL'ENERGIA

Il Sistema di Gestione dell'energia dell'Aeroporto di Torino è certificato da DNV-GL secondo la norma ISO 50001:2018; il Gruppo SAGAT ha rinnovato nel 2021 la certificazione nell'audit di sorveglianza.

L'Aeroporto di Torino ha completato il passaggio al Livello 2 (Reduction) del programma di sostenibilità ambientale 'ACA - Airport Carbon Accreditation' promosso da Airports Council International (ACI). La certificazione al Livello 2 dell'Airport Carbon Accreditation rappresenta un tassello fondamentale verso NetZero 2050: un importante impegno assunto dal Gruppo SAGAT verso l'ambiente e la comunità per ridurre a zero le emissioni anidride carbonica provenienti da operazioni sotto il proprio controllo entro il 2050.

Sono state inoltre completate le attività di gap analysis per l'accREDITamento al Livello 3 (Optimisation) del Protocollo ACA, che sarà un obiettivo dell'anno 2023.

Nel 2021 la percentuale di energia elettrica acquistata da fonte rinnovabile (certificati di garanzia d'origine - GO) è pari al 100% dei consumi.

Prosegue il rinnovo del parco auto con l'acquisto di veicoli elettrici, con l'obiettivo di migliorare gli standard ambientali riducendo le emissioni dei gas di scarico dei veicoli operanti in aeroporto. Il programma di sostituzione riguarderà circa il 50% del parco auto diesel e si completerà nel 2023; l'acquisto di energia elettrica acquisita da fonte rinnovabile renderà sostenibili i maggiori consumi elettrici per la gestione dei nuovi mezzi.

Nell'ambito dell'efficientamento dei sistemi di produzione dei fluidi termovettori è stato completato l'adeguamento dei generatori ad acqua calda delle centrali termiche alimentate a gasolio per ridurre le emissioni inquinanti e aumentare il rendimento energetico.

L'Aeroporto di Torino partecipa come fellow airport al progetto europeo TULIPS (Demonstrating lower polluting solutions for sustainable airports across Europe), vincitore della call Horizon 2020 LC-GD-2020-1 denominata 'Green Ports & Airports'. Il progetto ha come obiettivo quello di accelerare l'introduzione di tecnologie sostenibili nel settore aeronautico, contribuendo ad un'aviazione climaticamente neutra entro il 2050.

ENERGY MANAGEMENT SYSTEM

Turin Airport's Energy Management System is certified by DNV-GL according to ISO 50001:2018; SAGAT Group renewed the certification in the surveillance audit.

Turin Airport has completed the transition to Level 2 (Reduction) of the environmental sustainability program 'ACA - Airport Carbon Accreditation' promoted by Airports Council International (ACI). Certification at Level 2 of Airport Carbon Accreditation represents a fundamental step towards NetZero 2050: an important commitment made by the SAGAT Group towards the environment and the community to reduce carbon dioxide emissions from operations under its control to zero by 2050.

Gap analysis activities were also completed for accreditation to Level 3 (Optimisation) of the ACA Protocol, which will be an objective for the year 2023.

In 2021 the percentage of electricity purchased from renewable sources (guarantee of origin certificates - GO) is 100% of consumption.

The renewal of the car fleet continues with the purchase of electric vehicles, with the aim of improving environmental standards by reducing exhaust emissions from vehicles operating at the airport. The replacement program will involve around 50% of the diesel car fleet and will be completed in 2023; the purchase of electricity from renewable sources will make the higher electricity consumption for the management of the new vehicles sustainable.

As part of the efficiency drive for the production of heat transfer fluids, the upgrade of the hot water generators of the diesel-fired thermal plants was completed to reduce polluting emissions and increase energy efficiency.

Turin Airport is participating as a fellow airport in the European project TULIPS (Demonstrating lower polluting solutions for sustainable airports across Europe), winner of the Horizon 2020 call LC-GD-2020-1 called 'Green Ports & Airports'. The project aims to accelerate the introduction of sustainable technologies in the aviation sector, contributing to a climate neutral aviation by 2050.

CONTATTI Contacts

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Servizio Qualità *Quality Service*
Tel. *Ph.* +39 011 5676356
E-mail: mailbox@sagat.trn.it

CARTA DEI SERVIZI 2022 Service Charter 2022

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

Aprile 2022 *April 2022*

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 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 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 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 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 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 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 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.torinoairport.com