REPORT ON THE QUALITY PLAN

REPORT ON PERFORMANCE IN 1 JULY 2019 – 30 JUNE 2020 PERIOD

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REPORT ON PERFORMANCE OF THE THIRD YEAR OF THE SECOND FIVE-YEAR PERIOD OF THE QUALITY PLAN FOR THE ROME AIRPORTS FIUMICINO AND CIAMPINO

INTRODUCTION

This report provides the final accounting of the Service Quality indicators included in the third year of the second five-year period of the Economic Regulation Agreement for the Rome airports Fiumicino and Ciampino (assessment period: 01 July 2019 – 30 June 2020).

It should be noted that during the review period, according to the Italian Prime Ministerial Decree of 9 March 2020 which extended to the national level the provisions to fight the spread of COVID-19, as of that date ADR temporarily suspended, all surveys on perceived and delivered quality, including those relevant for the Service Charter, the Economic Regulation Agreement and the ASQ "Airport Service Quality" international benchmarking program conducted by ACI.

For the Service Charter and the Quality Plan contained in the Economic Regulation Agreement (Annex 10), we reported this suspension to ENAC' on 11 March 2020. On 12 March ENAC sent a notice to all Italian airports, informing them that *"...it is possible to pause activities related to customer satisfaction surveys and the survey of the quality indicators of the 2020 Service Charter, without prejudice to the possibility of resuming such activities later in the year, as soon as, hopefully, the situation returns to normal"*.

Therefore, the reporting takes into account the surveys carried out during the 1 July 2019 – 9 March 2020 period. Surveys will be resumed as soon as normal airport operating conditions resume, as specified in ENAC's notice.

As for previous years, in the third year of therefore mentioned period ADR focused intensely on implementing ongoing service quality improvement measures, by upgrading existing infrastructure, building new infrastructure and improving the services offered to passengers, involving the main stakeholders (ENAC, handlers, and airlines). Due to the change in operations forced upon us by Covid-19, and with the support of all its stakeholders, ADR focused on ensuring the safety and health of passengers, concentrating in particular on the quality levels offered at Rome's airports.

Thanks to the actions taken, Fiumicino and Ciampino are the first airports in the world to achieve *Biosafety Trust* certification, issued by the certification body RINA SERVICES, concerning the correct application of the system for the prevention of infection due to biological agents. It is a recognition that shows how the protocols and measures adopted at the "Leonardo da Vinci" (Fiumicino) and the "G.B." Pastine" (Ciampino)

airports are at the forefront of virus spread containment procedures and stand as examples of the best practices to be used as benchmarks to minimize the risks of epidemic spread. The certification awarded by RINA is the result of careful examination of the containment measures adopted for all possible forms of contagion, from the least dangerous to the most harmful viruses such as Ebola and Covid-19, which involved every single activity carried out at our airports: from airport services to ICT systems, from infrastructure maintenance to businesses, from assistance services to security checks, from cleaning services to car parks, including careful verification of information flows to employees and passengers. With extreme rigour and complying with international standards, RINA has assessed the correct application of the system to prevent contagion due to infections by organic agents and has awarded certification to the two airports, certifying that they comply with international standards and best practices.

As to the pre-Covid 19 scenario, the improvement measures taken have enabled ADR to receive several international awards, which drove Fiumicino airport to the top of international air transport rankings in terms of the quality of services provided to its passengers during 2019.

The "Leonardo da Vinci" (Fiumicino) is the European airport passengers liked the most for the third consecutive year. ACI (Airports Council International) World – the international association of airport operators that independently surveys, through interviews with travellers, the quality perceived in more than 300 airports worldwide – has awarded Fiumicino airport the "*Airport Service Quality Award*" for 2019.

The approval for the quality of services provided by Rome's airport exceeds that of other major European airports with over 40 million passengers. For the entire year, Fiumicino led the survey and closed 2019 with an absolute annual record of 4.47 (on a scale where the maximum score is 5).

As further confirmation of the levels of excellence that it has achieved, for the second consecutive year, ACI Europe has assigned the "*Best Airport Award*" to the Fiumicino – Leonardo da Vinci Airport. In particular, the capital's airport excels for its technical and management innovation, to support the efficiency of its operations and the quality of its services, as well as for its strong focus on airport safety, its close collaboration with airlines, its continuous monitoring of performance and its clear environmental objectives. These records, combined with the operational efficiency that has made Leonardo Da Vinci one of the most punctual airports in Europe, convinced the authoritative independent jury – made up of representatives of the European Commission, SESAR, the *European Civil Aviation Conference* (ECAC) and the *European Union Aviation Safety* (EASA) – to give Fiumicino the "*Best Airport Award 2019*", in the category for airports with more than 25 million passengers, overtaking, in the final, the airports of Munich, Copenhagen, Dublin, Istanbul Sabiha Gökçen, London Gatwick, Moscow Sheremetyevo and Vienna.

ADR's management capacity was also confirmed by Skytrax which, as a result of the audit carried out in May 2019, was once again awarded the "4 Skytrax stars" rating for the Fiumicino Leonardo da Vinci airport.

The reasons for this once again include the airport operator's strong focus on ensuring passenger comfort and excellence in its operations.

As proof of the effectiveness of the work done, in the third year, the indicators included in the Economic Regulation Agreement show:

- for Fiumicino airport, performance above the target for all indicators;
- for Ciampino airport, performance above the target for 11 indicators out of 12.

QUALITY

Reference Context

Since the launch of the Economic Regulation Agreement, ADR's objective has been to provide an excellent service and strive for the highest level possible of passenger satisfaction, making Fiumicino airport a benchmark among western hubs and maintaining Ciampino's performance at high quality levels thanks to a policy aimed at continuous improvement.

Airport Council International, an independent association that, through direct interviews with passengers, assesses the quality of services provided by over 300 airports worldwide, confirms the improvement of Fiumicino airport by 2019 in terms of passenger satisfaction (from 4.40 at the end of 2018 to 4.47 at the end of 2019), maintaining the airport permanently above the average of European airports above 25 million passengers[1] in 2019.
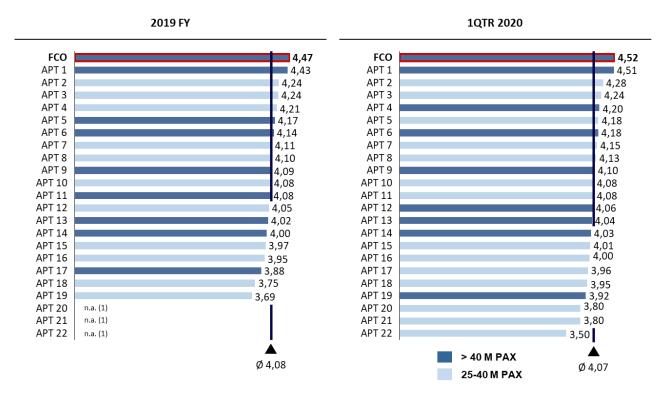
ACI's surveys showed a record for the first months of 2020[2], with an overall passenger satisfaction rating for the services offered by Fiumicino airport of 4.52 (on a scale between 1 meaning poor, and 5 meaning excellent), a further increase compared to the average annual of 4.47 in 2019, confirming Fiumicino's ranking as the number one hub in the European Union in terms of quality of passenger services.

Fiumicino's climb was driven by processes such as security checks, passport controls, and check-in, improved wayfinding (especially internal signage and passenger information), courtesy and availability of airport staff, Wi-Fi, and shopping. In terms of comfort, the cleanliness and availability of toilet facilities, together with the airport terminals' overall cleanliness, which are constantly monitored by dedicated airport personnel, had a considerable impact.

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[1] AMS: Amsterdam; ARN: Stockholm Arlanda; NCB: Barcelona; BRU: Brussels-National; CDG: Paris Charles de Gaulle; CPH: Copenhagen; DME: Moscow Domodedovo; DUB: Dublin; FCO: Rome; LGW: London Gatwick; LHR: London Heathrow; LIS: Lisbon; MAD: Madrid; MUC: Munich; ORY: Paris Orly; OSL: Oslo; PMI: Palma de Mallorca; SVO: Moscow Sheremetyevo; VIE: Vienna Schwechat; ZRH: Zurich. In 2020, the following airports will join the panel: ATH: Athens, DUS: Düsseldorf, and MXP: Milan Malpensa.

[2] Due to the Italian Prime Ministerial Decree of 9/3/2020, ADR temporarily suspended, as of that same date, all surveys of perceived and delivered quality, including those relevant for updating the indicators of the 2020 Service Charter, the Economic Regulation Agreement and the ASQ "Airport Service Quality" international benchmarking program conducted by ACI. For the Service Charter and the Quality Plan contained in the Economic Regulation Agreement (Annex 10), we reported this suspension to ENAC's Central Management on 11 March 2020. On 12 March this year, ENAC sent a notice to all Italian airports, informing them of the possibility of suspending activities related to customer satisfaction surveys and the survey of the quality indicators in the 2020 Service Charter.

2019 FY

FCO	4,47
APT 1	4,43
APT 2	4,24
APT 3	4,24
APT 4	4,21
APT 5	4,17
APT 6	4,14
APT 7	4,11
APT 8	4,10
APT 9	4,09
APT 10	4,08
APT 11	4,08
APT 12	4,05
APT 13	4,02
APT 14	4,00
APT 15	3,97
APT 16	3,95
APT 17	3,88
APT 18	3,75
APT 19	3,69
APT 20	n.a. (1)
APT 21	n.a. (1)
APT 22	n.a. (1)

Ø 4,08

1QTR 2020

FCO	4,52
APT 1	4,51
APT 2	4,28
APT 3	4,24
APT 4	4,20
APT 5	4,18
APT 6	4,18
APT 7	4,15
APT 8	4,13
APT 9	4,10
APT 10	4,08
APT 11	4,08
APT 12	4,06
APT 13	4,04
APT 14	4,03
APT 15	4,01
APT 16	4,00
APT 17	3,96
APT 18	3,95
APT 19	3,92
APT 20	3,80
APT 21	3,80
APT 22	3,50

> 40 M PAX
25-40 M PAX

Ø 4,07

As for the quality of service provided, an extensive monitoring system, consisting of around 12,000 objective checks carried out at Fiumicino and Ciampino airports every month, showed an excellent stable overall level of the quality of service provided, compared with 2019.

In particular, there was an improvement in check-in waiting times for domestic flights, which fell from 4 minutes and 29 seconds in the first few months of 2019 to 3 minutes and 39 seconds in the first few months of 2020 (-18.6%)[3].

Meanwhile, as to perceived quality, besides the confirmation of passengers' appreciation of the improvements found in the check-in process (96% of passengers were satisfied), the results obtained in the baggage claim process are also noteworthy, with 88% of passengers satisfied (up 4 percentage points

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[3] Due to the Italian Prime Ministerial Decree of 9/3/2020, ADR temporarily suspended, as of that same date, all surveys of perceived and delivered quality, including those relevant for updating the indicators of the 2020 Service Charter, the Economic Regulation Agreement and the ASQ "Airport Service Quality" international benchmarking program conducted by ACI. For the Service Charter and the Quality Plan contained in the Economic Regulation Agreement (Annex 10), we reported this suspension to ENAC's Central Management on 11 March 2020. On 12 March this year, ENAC sent a notice to all Italian airports, informing them of the possibility of suspending activities related to customer satisfaction surveys and the survey of the quality indicators in the 2020 Service Charter.

compared to 2019). Lastly, the positive performance achieved in 2019 for overall satisfaction was confirmed, with Fiumicino airport's overall percentage of passengers satisfied at 98%.

We also kicked off many initiatives at the Ciampino airport to improve our passenger's travel experience, achieving clear results in terms of perceived quality: the overall percentage of satisfied passengers rose from 93% in the first months of 2019 to 95% in the first months of 2020.

We also achieved positive results in the baggage reclaim process, with 92% of passengers satisfied in the first month of 2020 (up 3 percentage points) and a 14.9% improvement in the performance of waiting time for last baggage delivery (16 minutes and 28 seconds in the first months of 2020).

Improvement measures | FIUMICINO

City-Airport Accessibility

In line with previous years, we continued to implement measures that improve the accessibility to the airports we operate. In particular, concerning the Fiumicino airport, we focused on providing the clearest possible information, creating a dedicated route for passengers seeking taxis, and improving parking facilities.

- **Renovation of Entrances to Arrivals and identification Terminal 1 Departures** Both interventions are aimed at improving wayfinding for passengers approaching the airport, where film signage applied on the entrance doors of arrivals and on the façade of Terminal 1 Departures, identify the Terminal.

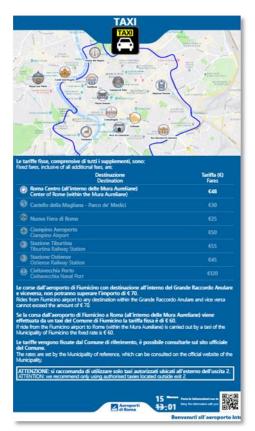Figure 1 | FCO | Accessibility | Renovation of Entrances to Arrivals

Figure 2 | FCO | Accessibility | Identification Terminal 1 Departures

- **Ground Transportation – real-time information** We improved the real-time infomobility service provided to passengers and airport operators on the main connections from the airport. A new layout makes it easier for passengers to read and interpret information on connections to and from the airport

Figure 3 | FCO | Accessibility | Ground Transportation – real-time information

- **New Taxi Route** We upgraded some infrastructure and signage to clearly direct passengers seeking taxis, guiding them to the official pick up point, following a route identified by horizontal and vertical signage, installation of glass walls that protect the passengers in the queue from possible attackers, and adding security guards to monitor the process

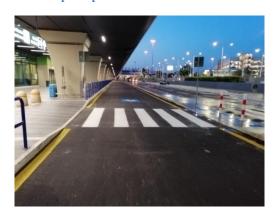**Figure 4 | FCO | Accessibility | New Taxi Route**

- **Curbside arrivals upgrade: new directions signage** To help arriving and departing passengers in Terminal 3, we replaced the external signage and supplemented it with information on transport to Rome, including travel times between points of interest.

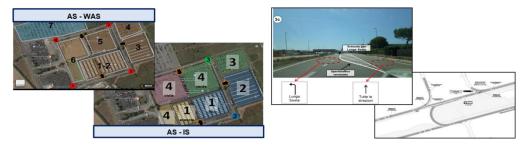**Figure 5 | FCO | Accessibility | Curbside arrivals upgrade: new directions signage**

- **Improvement of taxi pull-up at T1 and T3 arrivals** Following on from the work begun last year, we upgraded the road surface at the arrivals areas of Terminal 1 and Terminal 3 so that taxis can pull up to the platform more easily and to make it easier for passengers to get off.

Figure 6 | FCO | Accessibility | Improvement of taxi pull-up at T1 arrivals

- **Airline indication on shuttles to point out stops** To improve information and help passengers identify the stop to get off the shuttle bus that connects the terminals with the long-term car parks, we added information on airlines, divided by Terminal.

- **Coin-changers** We installed seven integrated systems, consisting of coin-changers and parking payment machines at the arrivals level and five at the departures level to facilitate paying for parking.

- **Long-term car parks: Makeover of Signage to Motorway** We greatly improved he long-term car park, consisting of over 3,700 parking spaces, in terms of road signs, signage, and ease of recognition:

  - Parking areas were reorganized, reducing them from 7 to 4 and colour-coding them to make it easier for passengers to find their reserved parking space

  - Internal roads to and from the car park were revised to help passengers find parking upon arrival from the motorway

Figure 7 | FCO | Accessibility | Long-term car parks: Makeover of Signage to Motorway

- **Long-term car parks: Re-Definition of Sectors and Numbering of Individual Stalls** New signage and directions within the car park: each stall is now identified by a unique code; bus stops within the parking lot are identified by the colour of the nearest parking sector and the directions include sector, row and stall

Figure 8 | FCO | Accessibility | Long-term car parks: Re-Definition of Sectors and Numbering of Individual Stalls

Infrastructure Development and Airline Quality

We continued to focus our attention on "Airline" customers, as we launched a portfolio of initiatives aimed at improving the service levels we offer to airlines.

This attention is highlighted by perfecting the project concerning implementation at ADR of the quality and performance system for airlines based on a structured approach to develop long-term relationships with airline customers in order to optimize value and achieve mutually beneficial objectives.

The development of the infrastructure we operate has always been a critical success factor for ADR, In particular, we have recently completed several measures, in the landside, airside and apron areas, which have helped to substantially boost customer satisfaction.

In this context, in addition to specific and continuous measures to improve management, décor and passenger comfort, with particular focus on boarding areas, the most important measures in the Terminal area include:

1. New Lost & Found in Terminal 1
2. Restructuring of check-in island "I" in Terminal 3
3. Plastic bottle compactors at security checks
4. Experimentation and implementation of the shoes metal detector in security check areas
5. New VAT Refund in the Non-Schengen area
6. New Customs Office
7. Dynamic signage
8. Delivery at aircraft
9. Maintenance performance improvement
10. Passenger flow monitoring
11. Renovation of BHS conveyor lines at T1
12. Specific measures to improve management, décor and passenger comfort

- **New Lost & Found in Terminal 1**

We set up a new lost & found in Terminal 1, in the baggage claim hall.

The desks have been opened since the transfer of the Schengen flights of Lufthansa, Swiss and Vueling from T3 to T1

- **RESTRUCTURING OF CHECK-IN ISLAND "I" IN TERMINAL 3**

We reorganized Island "I" of Terminal 3, using new-technology desks, integrated signage, and monitors to help passengers identify them.

In the same area, a dynamic signage box has been installed to direct passengers.

- **PLASTIC BOTTLE COMPACTORS AT SECURITY CHECKS**

To improve sustainability at the airport, we have installed some compactors that automatically separate solid waste (plastic) from liquids. In particular:

- ❑ the compacted plastic bottles are collected in a bag
- ❑ the liquid part is discharged directly into the sewer system
- ❑ bags and containers are placed on a removable trolley

The intervention was carried out near security check points T1 and T3, sensitive and non-sensitive.

Figure 11 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Plastic bottle compactors at security checks

- **NEW CONNECTING BRIDGES**

We added two new connecting bridges between departure areas C and D (bi-directional, serving passengers departing, arriving and in transit) and between the T3 East security checks and the Schengen area (bi-directional, serving passengers departing, arriving and in transit) to be able to proceed with the construction of the "pipetta" area, the previous traffic hub, to enable the development of the infrastructure, without interfering with the passenger experience.

Figure 12 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | New connection bridges
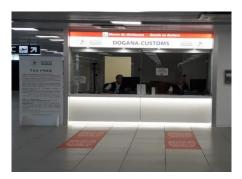
- **NEW CUSTOMS OFFICE**

We set up a new customs office in the airside area, to provide services for passengers in transit.

Figure 13 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | New Customs Office

- **NEW VAT REFUND IN NON-SCHENGEN AREA**

To improve the experience of passengers in the Non-Schengen area, we opened a new VAT Refund area in the Front Building of Terminal 3. The area has been highlighted by adding graphic elements to increase the visibility of the stations and of the existing signage.

Figure 14 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | New VAT Refund Area

- **DYNAMIC SIGNAGE**

We installed several dynamic signage bins to direct passengers more effectively in complex spaces:

- ❑ Immigration

- ❑ End fork of Pier D to baggage claim areas at T1 and T3

- ❑ Check-in Terminal 3
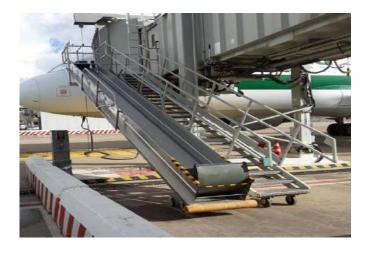
- ❑ Mezzanine Terminal 3 landside

- **DELIVERY AT AIRCRAFT**

ADR has developed a prototype chute that allows objects such as pushchairs, blankets, wheelchairs to reach the loading deck.

The system has been installed on the following bridges:

- 402-404-405-406-407-408-409-411

- 502-504-506-806-807

Figure 16 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Delivery at Aircraft

- **MAINTENANCE PERFORMANCE IMPROVEMENT**

In 2020, ADR revolutionised the reporting of failures and malfunctions of airport systems and equipment by:

Switching from phone reports via an external contact centre to digital reports via QR code and smartphones,

Starting a trial on remote and automatic reporting of failures and malfunctions directly from the airport's systems and equipment.

Both actions will lead to an improvement in the quality perceived by passengers

- **PASSENGER FLOW MONITORING**

Expansion of passenger movement monitoring areas to:

- ❑ Adaptation of the border area coverage according to the layout change for summer 2019

- ❑ Coverage control in Terminal 1

- ❑ VAT REFUND coverage area

Passenger services and communication

Customer focus is one of ADR's key principles, as set out in Annex 10 of the ENAC-ADR Economic Regulation Agreement, and among the main initiatives aimed at increasing the services offered to passengers, we should mention the initiatives dedicated to satisfying specific types of passengers and, in general, improving comfort.

During last year, the focus was mainly on offering new types of services and installations aimed at engaging passengers, also from a social media point of view

- **New seating areas:** we have built two seating areas, in the Front Building and in boarding area D, with a new layout and added lighting points reminiscent of tree canopies, to welcome passengers and improve comfort.

Figure 17 | FCO | PASSENGER SERVICES AND COMMUNICATION | Introduction of Family Flier

- **Pet Area:** provided for arriving and departing passengers and therefore located in a central position between the 2 Terminals, on the secondary access road system. Regulations have been drawn up for proper use.

Figure 18 | FCO | PASSENGER SERVICES AND COMMUNICATION | Pet Area

- **Periodic quality trend**: to provide passengers with an overview of the results achieved at Fiumicino airport in terms of perceived quality, including a comparison with similar airports, we created periodic quality trend pages that compare Fiumicino's performance with that of the other major European airports. The pages are published on the information monitors.

  We update the page every quarter, with the latest data from the ACI survey

Figure 19 | FCO | PASSENGER SERVICES AND COMMUNICATION | Periodic Quality Trend

To engage passengers in their experience at the airport, to take pictures and share them on social media, we have set up several installations, in particular:

- **anamorphic artwork depicting the Vitruvian Man, the Colosseum and the Last Judgement**
- **an Instagram station where passengers can post selfies on social networks**

Figure 20 | FCO | PASSENGER SERVICES AND COMMUNICATION | Anamorphic Artwork

Figure 21 | FCO | PASSENGER SERVICES AND COMMUNICATION | Instagram Station

- **Leonardo and the journey. Beyond the boundaries of man and space."**

We organized a contest, at the end of which the works will remain on display at the airport, in the departure areas, to improve the passenger experience.

- **Specific targets**

Initiatives continued targeting specific passengers, in particular Chinese passengers:

- we installed an automatic water dispenser in the international arrivals area that offers free bottles to welcome incoming Alipay users
- the Alipay Wu Fu Lottery has been launched: involving Chinese passengers on Chinese New Year's Eve at ADR Info Points and Personal Shoppers
- Hongbao: red envelopes are delivered by hand to check-in desks for Chinese passengers departing from Rome, promoting the refund initiative and the best exchange rate on Fiumicino purchases paid with Alipay.

Covid Innovation Lab

The change in operations forced upon us by Covid-19 required rapidly putting in place effective solutions using technologies that support the processes, so as to quickly resume operations.

In order to promptly deploy new technological and process solutions, we started scouting vendors to enable them to present us new products offered by the industry to handle the Covid "phase 2" as it applies to air transport. In other cases, departments developed ideas and projects internally in the preliminary phase and then submitted them to suppliers.

We divided the initiatives assessed as being "quick wins" into four main areas, as follows:

A. **Temperature monitoring systems:** These systems use the most innovative technologies to measure the temperature of all passengers at the airport's key traffic hubs
   while reducing the impact of this monitoring on service times for processes by creating separate channels for operators and using dynamic solutions.

- **Thermal imaging cameras at terminal entrances:** We installed dual-lens thermal imaging cameras on totems at revolving doors 5 and 4 of T3 Departures, revolving door 4 of T3 Arrivals and at the exit from the RFI walkway, i.e. at all points of access to the Terminal to detect anybody with a temperature >37.5 °C.

- **Mobile thermal imaging cameras:** Airport operators use helmet-mounted thermal imaging cameras to dynamically monitor passenger body temperatures.

Figure | 24 FCO | Covid Innovation Lab | Temperature monitoring systems

B. **Prevention, protection and sanitization systems:** To counter the spread of the virus in the airport environment we applied technologies that preventively protect passengers, sanitizing their baggage, the items they touch, and the areas they move about.

- **Hold baggage sanitization:** On the section of baggage reclaim belt that precedes baggage unloading on the carousel where it is picked up by passengers, we installed an automatic device to dispense a hypochloric acid-based sanitizing mist based that is released when baggage passes through a tunnel.

- **Hold baggage sanitization on the belt:** Sanitization is provided by means of a fogger that sprays a hydrogen peroxide-based product on incoming baggage, in the baggage reclaim hall, before collection by passengers, and suitable communication thereof is provided.
- **Sanitization of escalators and people movers:** We have installed a sanitization system based on UV technology for the handrails of escalators/people-movers.
- **Plexiglas protection partitions.**
- **Shoe sole disinfectant mats:** in the revolving doors used as the main entrance to the Terminal, an anti-contamination adhesive mat made up of 40 disposable sheets sprinkled with a pressure-sensitive bacteriostatic adhesive has been applied.
- **Lift** sanitization**:** sanitization of air and push buttons of lifts using ultraviolet light and an internal UV fan is being tested in the panoramic lifts at T3.

Figure | 25 FCO | Covid Innovation Lab | Prevention, protection and sanitization systems

C. **Passenger services**: We are creating services that improve the quality of the passenger experience at the airport, given the changing needs due to Covid, by facilitating "self" processes and providing PPE.
- **Sanitizing kit vending machines:** Both near the main Terminal entrances and in the departure areas, new vending machines also offer a "sanitizing kit" (with a particularly low-price option) which includes masks and sanitizing products.

Figure | 26 FCO | Covid Innovation Lab | Passenger services

D. Communication channels

- **PASSENGER-ORIENTED**: to inform the passenger of the measures put in place by ADR through onsite and online channels, to develop ad hoc signage for passengers identifiable by their blue colour and repeated inside the airport for each type of information for Covid-19 preventive measures.

- **RULES SIGNAGE**: a special colour for Covid-19 related signs and passenger information. Use of clear and direct messages, in line with regulations

Dissemination of information via horizontal signage (floor markings), vertical signage (totems and forex) and digital signage (on FIDS and ADV assets)

- **INSTITUTIONAL**: to inform stakeholders of the action plan adopted by ADR to make FCO a "COVID-Safe Airport".

- **Institutional information and operational indications:** passengers are invited to respect the rules, in particular to maintain social distance, through the public address system and through megaphones used by operators.

Improvement measures | CIAMPINO

PASSENGER SERVICES

▪ **PLASTIC BOTTLE COMPACTORS**

To improve sustainability at the airport, we have installed some compactors that automatically separate solid waste (plastic) from liquids.

- ❑ the compacted plastic bottles are collected in a bag
- ❑ the liquid part is discharged directly into the sewer system
- ❑ bags and containers are placed on a removable trolley

Figure | 29 CIA | Passenger services and communication | Plastic bottle compactors

▪ **FOOD & BEVERAGE**

We have completed the extension of the seating area of the "Gusto" Free-Flow Restaurant, adding about 50 m2 and 52 additional seats.

The area, which is even more visible when entering, improves the service offered, particularly during peak times and periods of greatest passenger inflow.

In addition, we have upgraded the Market area. Its redesign also optimized the space for the products on sale, making it possible to create areas for the storage of tray trolleys.

Figure 30 | CIA | Services to the passenger and communication | Food & Beverage

- **COVID CONTINGENCY**

In line with the work carried out at Fiumicino airport, the change in operations forced upon us by Covid-19 required rapidly putting in place effective solutions to support operational processes and direct passengers clearly and simply.

Figure | 31 CIA | Passenger services and communication | Covid Contingency signage measures

ADR'S SERVICE CHARTER

The results of the surveys on the quality provided and perceived by passengers are summarized and published annually in the Service Charter, which transposes the ENAC regulations and suggests quality indicators for each type of passenger and improvement objectives for the current year. The Service Charter is updated annually through a process that involves all parties both within ADR and third parties involved in the airport processes included in the Service Charter, culminating in final approval by the ENAC.

During the first months of 2020, ADR revised the Service Charter's structure so as to continuously improve it, maintaining a constructive dialogue with the broader stakeholder community. In particular, ADR revised the classification of the 2020 objectives regarding the check-in process, uniting the performance of waiting times at "dedicated" domestic and international check-in desks (desks used to check in for a specific flight) to increase the significance of the indicator.

In terms of objectives, Fiumicino airport's targets were raised for indicators that performed particularly well in 2019, such as total misguided outbound baggage. The improvements are essentially due to the many infrastructure development projects, the expansion of the services provided thanks to the support of ADR's subsidiaries, and the engagement of stakeholders with whom common margins for action have been agreed. For the Ciampino airport, the standards were set in light of the performance achieved in 2019, compared to the values published in the previous Service Charter.

In terms of performance found in the first months of 2020[4], in terms of the quality of services provided, Fiumicino registered an excellent overall stable performance, in line with the first months of 2019. In particular, the performance recorded for *Non-Schengen Wide Body* baggage reclaim times (an improvement of 6.3% compared with the same period of 2019) and departure punctuality which, having increased by 1.7 percentage points, stands at 88.2%.

At Ciampino, the analysis of the quality levels provided in the first months of 2020 shows higher performance than recorded in the first months of 2019 for all processes, except for waiting times at the

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[4] Due to the Italian Prime Ministerial Decree of 9/3/2020, ADR temporarily suspended, as of that same date, all surveys of perceived and delivered quality, including those relevant for updating the indicators of the 2020 Service Charter, the Economic Regulation Agreement and the ASQ "Airport Service Quality" international benchmarking program conducted by ACI. For the Service Charter and the Quality Plan contained in the Economic Regulation Agreement (Annex 10), we reported this suspension to ENAC's Central Management on 11 March 2020. On 12 March this year, ENAC sent a notice to all Italian airports, informing them of the possibility of suspending activities related to customer satisfaction surveys and the survey of the quality indicators in the 2020 Service Charter.

security checks, however fully compliant with the objectives set out in the Service Charter. Last bag delivery process times (up 10.5 percentage points) and departure punctuality (up +4.2 percentage points) improved significantly.

FCO QUALITY INDICATORS

from 01/07/2019 to 09/03/2020

		Fiumicino			
		Goal for yr. 3 2nd sub. (2019)	Performance	Increasing (i) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security checks (*)	Waiting time in 90% of cases	04:15	0:03:11	d	OK
Waiting time for delivery of first baggage (*)	Waiting time in 90% of cases	26: 40	0:18:57	d	OK
Waiting time for delivery of last baggage (*)	Waiting time in 90% of cases	35: 00	0:31:14	d	OK
Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	86.3%	92.8%	i	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.9%	99.9%	i	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	10:05	0:08:03	d	OK
Waiting time in line at check-in counters (*)	Waiting time in 90% of cases	10:15	0:09:58	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	03:08	0:01:41	d	OK
Perception of Wi-Fi connectivity within the terminal (*)	% satisfied pax	79.0%	87.8%	i	OK
Clear, understandable and effective internal signage (*)	% satisfied pax	87.8%	96.0%	i	OK
Availability of operating info points (#)	TPHP/No. of info points	15.50	15.2	d	OK
Availability of seats in airside area (#)	TPHP/number of seats airside	2.04	1.87	d	OK

KEY

Data supplied by external, ISO-certified survey firms

Data supplied by ADR

- *Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/total scores*

- *Time Quality Provided= "hh.mm.ss": hours/minutes/seconds*

CIA QUALITY INDICATORS

from 01/07/2019 to 09/03/2020

		Ciampino			
		Goal for yr. 3 2nd sub. (2019)	Performance	Increasing (i) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security checks (*)	Waiting time in 90% of cases	05:07	05:00	d	OK
Waiting time for delivery of first baggage (*)	Waiting time in 90% of cases	19:30	13:08	d	OK
Waiting time for delivery of last baggage (*)	Waiting time in 90% of cases	25: 25	21:17	d	OK
Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	80.5%	89.9%	i	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.6%	100.0%	i	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	12:20	01:53	d	OK
Waiting time in line at check-in counters (*)	Waiting time in 90% of cases	18:50	15:09	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	02:56	02:50	d	OK
Perception of overall comfort level in the terminal (*)	% satisfied pax	76.5%	87.4%	i	OK
Clear, understandable and effective internal signage (*)	% satisfied pax	89.0%	94.9%	i	OK
Availability of operating info points (#)	TPHP/No. of info points	28.50	33.1	d	KO
Availability of seats in airside area (#)	TPHP/number of seats airside	5.10	2.2	d	OK

(1) *The CREWS system was replaced with the CUTE system on 1 January 2014 as per notice dated 7/4/14*

KEY

* Data supplied by external, ISO-certified survey firms

 #   Data supplied by ADR

-   *Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/total scores*

-   *Time Quality Provided= "hh.mm.ss": hours/minutes/seconds*

ANNEX 1

CERTIFICATION OF THE DATA COLLECTING COMPANY

ATI – Associazione Temporanea di Impresa

Spett.le Aeroporti di Roma SpA
c.a. Dott. M. Biondi

Oggetto: CONTRATTO DI PROGRAMMA ADR – ENAC: LE PERFORMANCE DEI DUE SCALI ROMANI
(Annualità FCO e CIA)
Rif. Contr. N. 10407 Servizio biennale di monitoraggio della qualità erogata e percepita
negli aeroporti "L. Da Vinci" di Fiumicino e "G.B. Pastine" di Ciampino

I.Q.M. Ispezioni s.r.l. in A.T.I. con MG Research s.r.l., ente incaricato da Aeroporti di Roma di monitorare la qualità percepita (attraverso interviste ai passeggeri) e la qualità erogata (attraverso rilevazione oggettiva dei processi aeroportuali) presso gli aeroporti "L. Da Vinci" di Fiumicino e "G.B. Pastine" di Ciampino, nel presente documento, riporta, con validazione, i risultati emersi nel periodo
- 1 Luglio 2019 – 09 Marzo 2020 c/o lo scalo di Fiumicino
- 1 Luglio 2019 – 09 Marzo 2020 c/o lo scalo di Ciampino
- Come previsto dal Contratto di Programma ADR – ENAC
Si fa notare che agli indicatori di qualità percepita (che fanno riferimento alla percentuale di passeggeri soddisfatti) sono stati applicati opportuni fattori di ponderazione in funzione del traffico passeggeri e che agli indicatori di qualità erogata (che fanno riferimento ai tempi di erogazione dei servizi monitorati) sono stati applicati opportuni coefficienti di espansione nel rispetto metodologico.

I.Q.M. Ispezioni s.r.l.
Amministratore Unico
Chiara Vestrella

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INDICATORI DI QUALITA' FCO

Dal 01/07/19 al 9/03/20

		Fiumicino			
		Obiettivo 3 ann. 2 sott. (2019)	Performance	Crescente (c) vs Decrescente (d)	Status
Tempo di attesa al controllo bagaglio a mano (*)	Tempo di attesa nel 90% dei casi	04:15	0:03:11	d	OK
Tempo di attesa riconsegna primo bagaglio (*)	Tempo di attesa nel 90% dei casi	26:40	0:18:57	d	OK
Tempo di attesa riconsegna ultimo bagaglio (*)	Tempo di attesa nel 90% dei casi	35:00	0:31:14	d	OK
Percezione sul livello di pulizia toilette (*)	% pax soddisfatti	86,3%	92,8%	c	OK
Percezione sull'efficacia dell'assistenza erogata alle persone con disabilità o a mobilità ridotta (*)	% pax soddisfatti	98,9%	99,9%	c	OK
PRM in partenza prenotati: attesa per ricevere l'assistenza, da uno dei punti designati (*)	Tempo di attesa nel 90% dei casi	10:05	0:08:03	d	OK
Tempo di attesa in coda al check-in (*)	Tempo di attesa nel 90% dei casi	10:15	0:09:58	d	OK
PRM in arrivo prenotati: attesa a bordo per lo sbarco, dopo lo sbarco dell'ultimo passeggero (*)	Tempo di attesa nel 90% dei casi	03:08	0:01:41	d	OK
Percezione della connettività Wi-Fi all'interno dell'aerostazione (*)	% pax soddisfatti	79,0%	87,8%	c	OK
Segnaletica interna chiara, comprensibile ed efficace (*)	% pax soddisfatti	87,8%	96,0%	c	OK
Disponibilità punti informazione operativi (#)	TPHP/N° punti informazione	15,50	15,2	d	OK
Disponibilità di sedute in area airside (#)	TPHP/N° sedute airside	2,04	1,87	d	OK

LEGENDA

*   Dato fornito da società esterne di rilevazione certificate ISO

Dato fornito da ADR