

SERVICE QUALITY PLAN

Results and improvement plan

ENAC – ADR Economic Regulation Agreement

Consultations with the users:

2nd tariff sub-period, year 2 (1 July 2018 – 30 June 2019)

RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

CIA IMPROVEMENT PLAN

ECONOMIC REGULATION AGREEMENT

International awards



ACI Europe Best Airport Award 2019

- Every year, Airports Council International (ACI) Europe gives the "Best Airport Award" to the airports (divided into 4 categories according to the volume of traffic they handle) that stand out for the excellent levels achieved in key activities such as operations management, quality of services, infrastructure development, F&B and shopping offer, airport safety and security, relations with stakeholders, sustainability and attention to the environment.
- The panel of judges is composed of independent experts from the European Commission, European Union Aviation Safety (EASA), SESAR and European Civil Aviation Conference (ECAC).
- For the second consecutive year, Leonardo da Vinci won the Best Airport Award in the category of European airports with over 25 million passengers, passing in the final the airports of Munich, Copenhagen, Dublin, Istanbul Sabiha Gökçen, London Gatwick, Moscow Sheremetyevo and Vienna.
- The jury motivated the award by pointing out the excellent results obtained by Aeroporti di Roma in technological and managerial innovation to support the efficiency of its operations and the quality of its services, as well as in its strong focus on airport safety, its close collaboration with airlines, its continuous monitoring of performance and its clear environmental objectives.



4-Stars Rating Skytrax

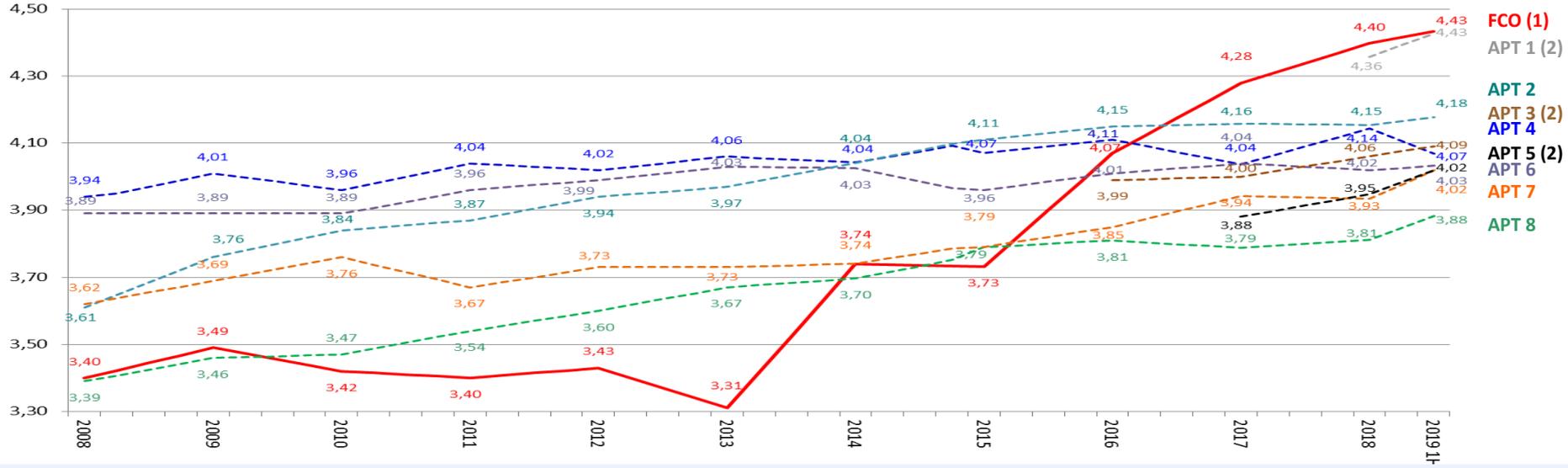
- ADR's management capacity was also confirmed by Skytrax, the leading international rating company in the airport sector, which, following its audit in May 2019, once again awarded the "4-star Skytrax" to Leonardo da Vinci.
- Among the reasons for this, once again the strong orientation of the airport operator to ensure passenger comfort and excellence in operations.



ACI Survey “Airport Service Quality”: KPI “Overall Satisfaction”

European Airports > 40M Pax – period 2008-2019 1st Half-Year

Evaluation scale: from 1 (“Poor”) to 5 (“Excellent”).



In the first half of 2019 Fiumicino achieved the record rating of 4.43 for passenger satisfaction according to the independent survey conducted by Airports Council International (ACI).

For 2018 and for the second consecutive year, ACI ranked Fiumicino first among the hubs of the European Union in terms of the quality of services offered to passengers and has permanently included the Leonardo da Vinci airport in the list of the best award-winning airports in the world

Source: ACI – **Airports Council International**: Airport Service Quality – Survey Report. Airports Panel: AMS; BCN; CDG; LGW; LHR; MAD; MUC; SVO.

ACI's surveys measure passengers' satisfaction levels at over 300 airports worldwide, a minimum of 350 times per quarter, in every single airport (800 at FCO). The surveys continually evaluate 34 different service quality indicators, including: Overall Satisfaction, Access, Check-In, Passport and ID Control, Security, Wayfinding, Airport Facilities, Airport Environment and Arrivals Services.

Founded in 1991, ACI is a non-profit organization with 575 member airport authorities, based in Montreal.

(1) *The 2013 average figure for FCO was affected by a disruption in the first half (cleaning and security). In the third and fourth quarters of 2013 FCO recorded 3.49 and 3.45 respectively, in line with its 2012 average. 2015 data for the January-April period.*

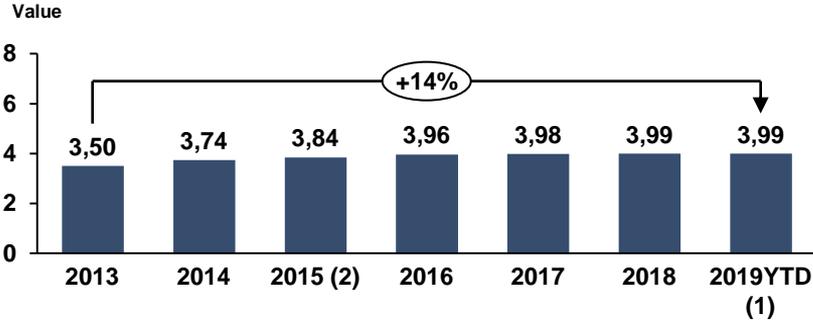
(2) *Cluster changes > 40M Pax: APT 3 entered starting from 1QTR 2016; APT 5 entered starting from 2QTR 2017; APT 1 entered starting from 1QTR 2018.*

The main indicators of the quality provided also showed a marked improvement

Fiumicino airport; period 2013-2019 YTD⁽¹⁾

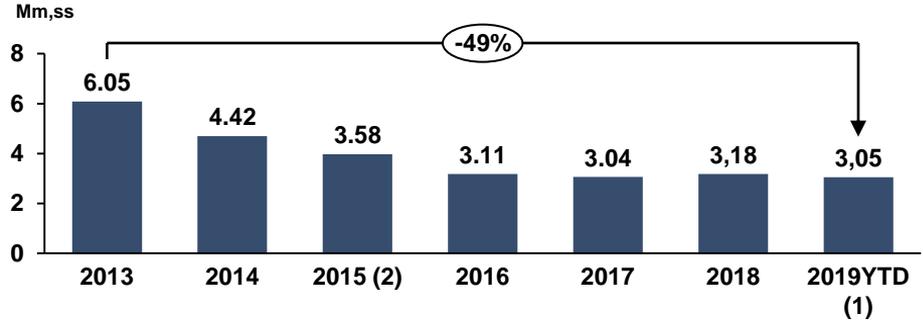
Cleanliness level of toilet facilities

(average rating: 1 – Poor; to 4 – Good; rising indicator)



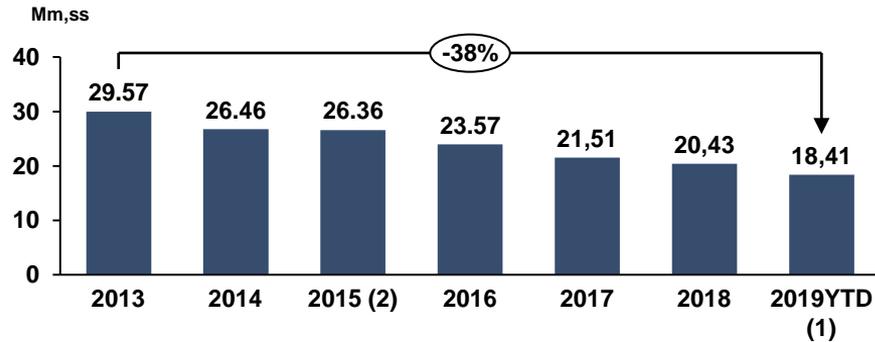
Security Checks

Waiting time (90% of cases)



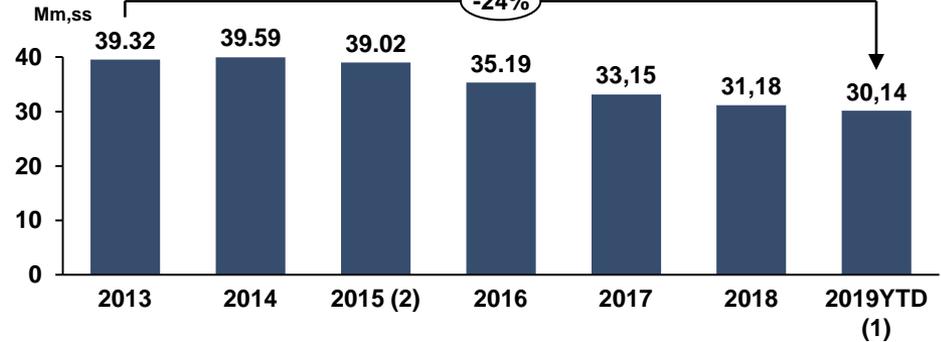
Baggage claim – Domestic

Waiting time for last baggage (90% of cases)



Baggage claim – International

Waiting time for last baggage (90% of cases)



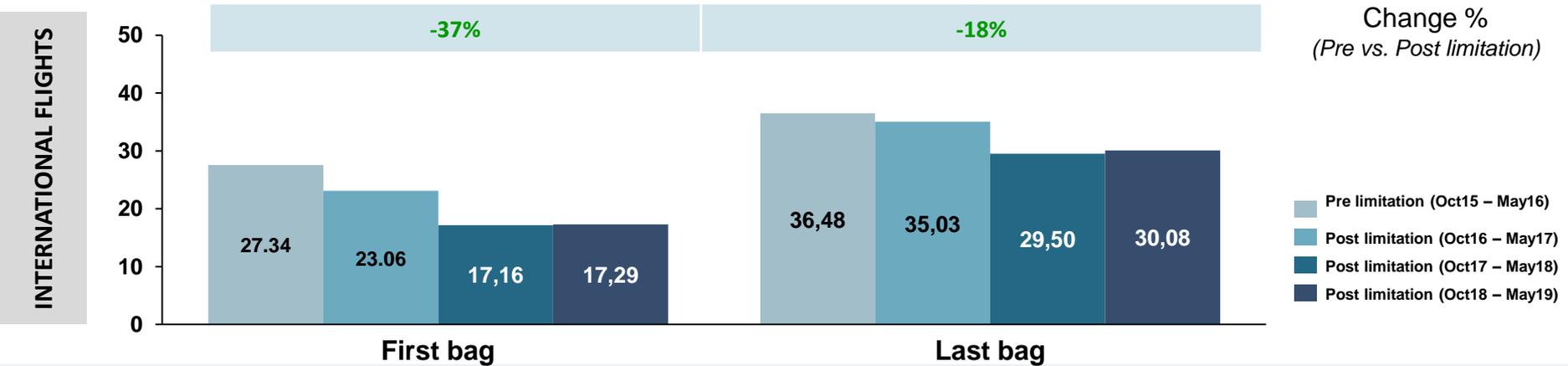
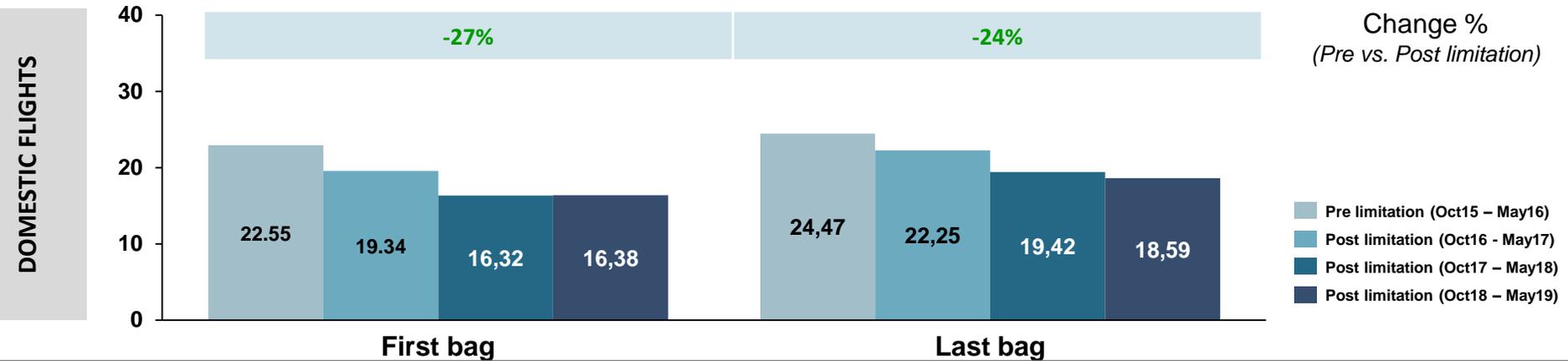
(1) Progressive 2019 data to June 2019

(2) Does not include the period 7 May-30 September (T3 fire)

Baggage reclaim at Fiumicino: effects of limitation of ramp handlers since 18 May 2016



Time in 90% of cases



RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

CIA IMPROVEMENT PLAN

ECONOMIC REGULATION AGREEMENT

Quality Improvement Plan | FCO – Actions in progress

Main actions for further increasing passenger satisfaction

Accessibility

1. Curbside departure upgrade: seating installation
2. Curbside redefinition at T3 departures
3. New shelter for the pedestrian flow between T1 and T3 departures
4. Curbside arrivals upgrade: new directions signage
5. Improvement of taxi pull-up at T1 arrivals
6. Installation of maps with information on public transportation to Rome
7. Addition of new high-speed train lines
8. Addition of flight information on board trains under a partnership with Trenitalia
9. Trialling of voice announcements and monitors in the shuttles to announce the stops
10. Improvement of the waiting area for Bus Hub passengers
11. Construction of new approach and related signage for Hotel Shuttles
12. Identification of buffer areas beside the terminal doors (no smoking area)
13. Revamping of multi-level parking garage: railings, stairs, access shelters

Main actions implemented | Year 2 of five-year period

ACCESSIBILITY



1 Curbside departure upgrade: seating installation

Benches with an innovative and ergonomic design have been installed on the sidewalk that runs alongside the departures area of Terminal 1 and Terminal 3. These benches can be used by passengers waiting to enter the Terminal.

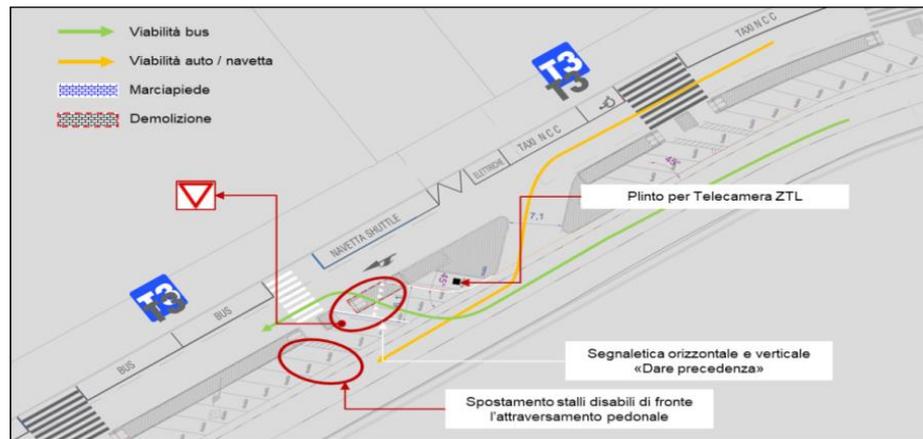


**+118
bollards**

Main actions implemented | Year 2 of five-year period

ACCESSIBILITY

2 Curbside redefinition at T3 departures



To relieve congestion at the curbside near revolving doors 1 and 2 of the departures area of Terminal 3, the route of the tourist buses that accompany passengers to the Terminal has been modified.

Traffic has improved at the curbside due to the addition of the ZTL lane and related cameras.

Main actions implemented | Year 2 of five-year period

ACCESSIBILITY

3 New shelter for the pedestrian flow between T1 and T3 departures



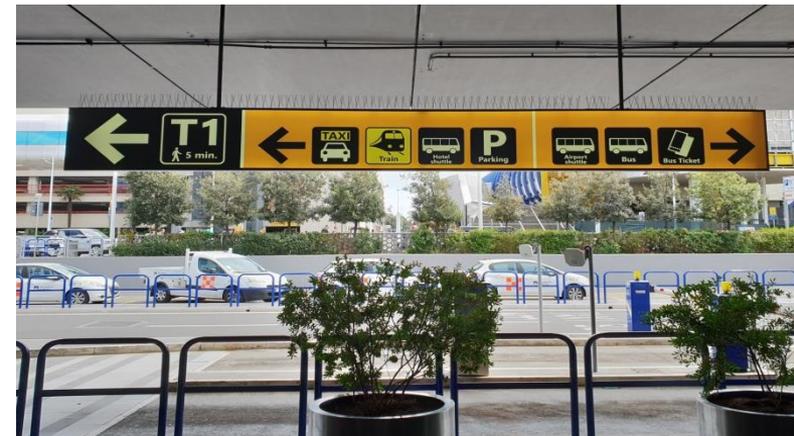
Construction of a new shelter to connect the entrance of Terminals 1 and 3, to the Departures level, as an alternative to the overhead walkways.

Main actions implemented | Year 2 of five-year period

ACCESSIBILITY

4 Curbside arrivals upgrade: new directions signage

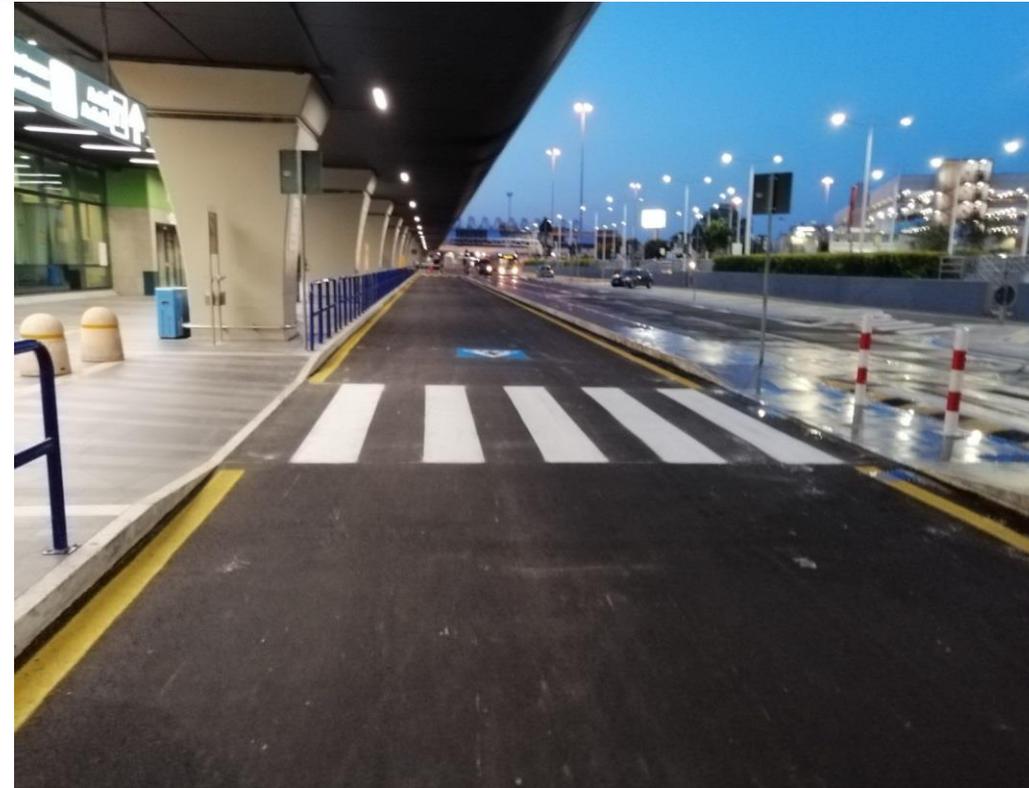
To help arriving and departing passengers in Terminal 3, the external signage has been replaced and supplemented by information on transport to Rome, including travel times between points of interest.



+64
signs

5 Improvement of taxi pull-up area at T1 Arrivals

Taxi lane to T1 arrivals



At the arrivals area of Terminal 1, the road surface was upgraded to make it easier for taxis to approach the sidewalk and to facilitate passengers exiting from vehicles.

Main actions implemented | Year 2 of five-year period

6 Installation of maps with information on public transportation to Rome

Aeroporti di Roma

Terminal 3

Piano terra
Ground level

Arrivi
Arrivals

Trasporto pubblico per Roma
Public Transportation for Rome

Trasporti

To & From
Fiumicino

NOLEGGIO AUTO CAR RENTAL	CAR SHARING	NOLEGGIO AUTO CON CONDUCENTE PACC CAR RENTAL WITH DRIVER
<p><small>Le società di autonoleggio si trovano presso la Torre Uffici 2. Le auto si ritirano e si riconsegnano presso i parcheggi terminali.</small></p>	<p><small>Il servizio è disponibile presso la terrazza del parcheggio Breve Sosta del Terminal 1.</small></p>	<p><small>Servizio da prenotare. Le società che operano in aeroporto sono: Cooperativa Airport Autonoleggio Futura Cooperativa U.A.R.A.</small></p>
<p><small>The car rental companies are located in Office Tower 2. Rental cars are picked up and dropped off at the terminal car parks.</small></p>	<p><small>The service is available at the Terminal 1 Short Stay parking terrace.</small></p>	<p><small>Services to be booked. The companies that operate in the airport are: Cooperativa Airport Autonoleggio Futura Cooperativa U.A.R.A.</small></p>

TAXI	TRENO TRAIN	BUS
<p><small>Tariffe fisse a corsa: Roma Centro € 48,00 Stazione Tiburtina € 55,00 Roma destinazioni all'interno del G.R.A. max € 70,00 Si raccomandano di usare soltanto autorizzati ubicati all'esterno dell'uscita 2.</small></p>	<p><small>Partenze ogni 15' Biglietti acquistabili presso le postazioni self-service (puntezza nella sala bagagli) vicino il nastro 4 e all'esterno della sala bagagli vicino l'uscita 4. In stazione ferroviaria è tramite il sito Internet.</small></p>	<p><small>Linee per Roma e linee interregionali Airport shuttle Hotel shuttle</small></p>
<p><small>Fares fixed per trip: Roma City Centre € 48.00 Tiburtina Station € 55.00 Rome destinations within the G.R.A. Max € 70.00 We recommend using only authorized taxis located outside exit 2.</small></p>	<p><small>Departure every 15'. Tickets can be purchased at the self-service stations (located in the baggage area near belt 4 and outside the baggage area near exit 4) at the train station or on the website.</small></p>	<p><small>Lines for Rome and inter-regional lines Hotel shuttle Airport shuttle</small></p>

A map has been installed near the baggage reclaim carousels at the arrivals area of Terminal 3 showing the means of transport that can be used to get to Rome.

The information shown covers the types of vehicles available (rental cars, rental cars with drivers, car sharing, taxis, trains, buses), the corresponding fares and where in the airport passengers can buy tickets and get the vehicles.

Main actions implemented | Year 2 of five-year period

7 Addition of new high-speed train lines

New rail links have been added between the airport and the main Italian cities, specifically:

- 4 daily connections between Venice, Padua, Bologna, Florence, Rome and Fiumicino Airport, of which 2 with Frecciarossa and 2 with Frecciargento
- 2 daily connections between Genoa, La Spezia, Pisa, Florence, Rome and Fiumicino Airport with Frecciargento

In particular, the Frecciarossa operating on the FCO airport is the 1000 model, the most modern train of Trenitalia's fleet.

It can reach a top speed of 400 km/h and travel on all European high-speed networks.



Main actions implemented | Year 2 of five-year period

ACCESSIBILITY



8 Addition of flight information on board trains

A page of real-time information on flights departing from the Terminals has been added on the regional train and on the Leonardo Express for Fiumicino Airport.



Main actions implemented | Year 2 of five-year period

9 Trialling of voice announcements and monitors in the shuttles to announce the stops

to improve the information and to support passengers in identifying the stop to get off the shuttle bus that connects the Terminals with the long-term car parks, the following are in progress:

- A** Trials of a system that provides voice announcements and information displayed on a monitor to indicate stops and airlines operating by area
- B** Introduction of airline logos divided by Terminal in the shuttle

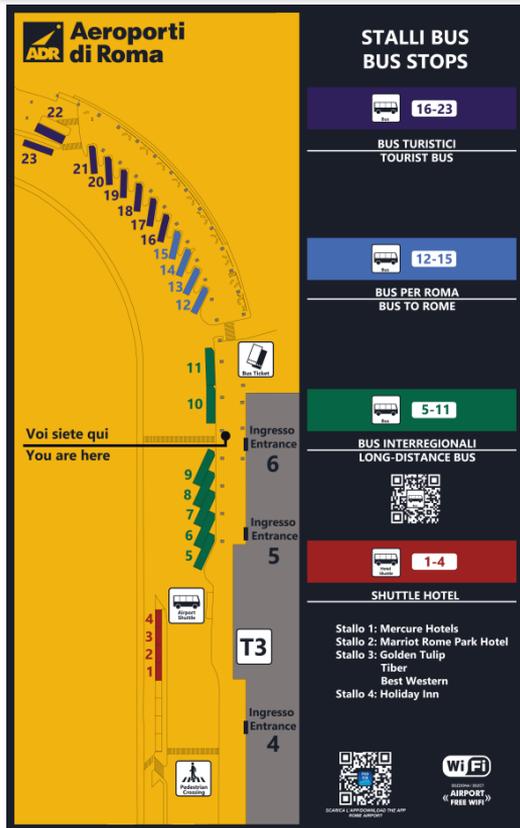
Next stop announcement with voice message



Main actions implemented | Year 2 of five-year period

10 Improved passenger waiting area at Bus Hub

Bus station map



Optimization of smoking points



The following measures have been taken to avoid crowding of the smoking areas at the most congested stops at the beginning of the "piazza" and to improve and standardize passenger information:

- relocation of the smoking points to relieve congestion in the smoking areas
- update with new signage and addition of the Bus Hub map
- improvement of seats

Main actions implemented | Year 2 of five-year period

ACCESSIBILITY

11 Construction of new approach and related signage for Hotel Shuttles

New approach for Hotel Shuttles



A new approach for Hotel Shuttles has been built at the arrivals area of Terminal 3, with suitable signs inside the Terminal.

The timetables of each bus are shown at the dedicated slot on the platform.

12 Identification of buffer areas beside the terminal doors (no smoking area)

Buffer areas beside the doors of Terminal 1

To improve the passenger comfort level, the smoking areas outside the Terminal have been rationalized.

In addition, to improve air quality in the areas near the entrance doors to the terminals (departures and arrivals), buffer areas have been created where smoking is prohibited.



Quality Improvement Plan | FCO – Actions in progress



Main actions for further increasing passenger satisfaction

Infrastructure development and Airline quality

1. Construction of check-in island V in Terminal 1
2. Conversion of self-drop counters and repositioning of Check-in kiosks in Terminal 1
3. Improvement of security checks Terminal 1 West
4. Further reconfiguration of the Terminal 3 sensitive flights check-in area
5. Construction of a new VAT Refund and customs area in the landside area in Terminal 3
6. Construction of a security entry point for families and PRMs in Terminal 3
7. Extension of use of new generation q-beater in Terminal 3 East
8. Border reconfiguration
9. New border control for PRMs
10. Restructuring of the E31-E44 Departure Area
11. Increase of WB and NB stands in West aprons (1/2)
12. Installations of PCA and 400 Hz equipment in West aprons
13. VDGS: On-stand turn around information
14. Improved air conditioning for pedestrian walkways
15. Specific measures to improve management, décor and passenger comfort

Main actions implemented | Year 2 of five-year period

INFRASTRUCTURE
DEVELOPMENT AND
AIRLINE QUALITY



① New check-in island V in Terminal 1

30

New desks

2

New hybrid self bag drop-off units



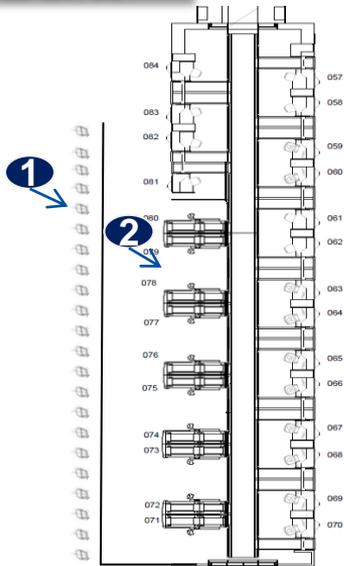
Construction of the new check-in island V at Terminal 1 to increase landside capacity, adding 30 new counters, including 2 hybrid units that can also be used as self bag drops.

Main actions implemented | Year 2 of five-year period

2 Conversion of self-drop counters and repositioning of Check-in kiosks in Terminal

Conversion of self drop desks into traditional desks and kiosk relocation

OLD LAYOUT



NEW LAYOUT



1
From 22 to 12 kiosks
between technological
island and premium

2
6 traditional desks
into 6 self-drop-offs

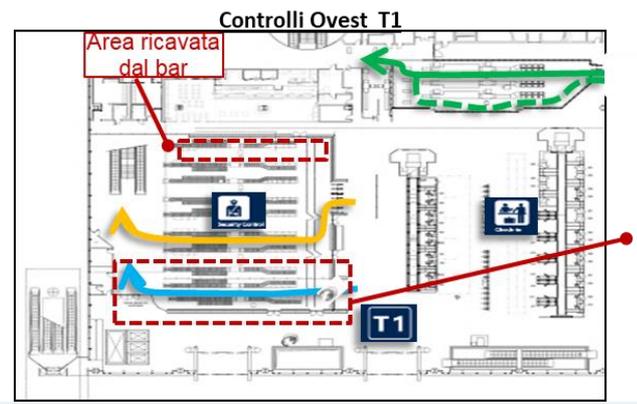
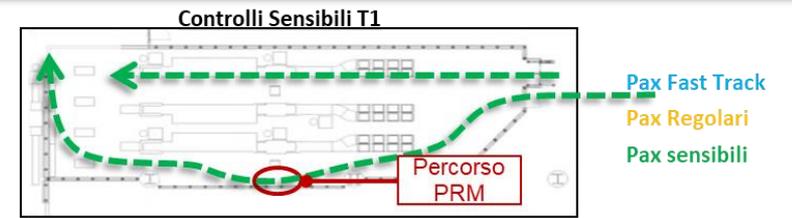
3
From 6 to 16 kiosks
behind premium island

The main benefits of the initiative are: (i) the greater use of the 6 desks converted to drop-offs (from 75 to 80), (ii) the increase of the kiosks behind the premium island, which contribute to decongesting the other areas, (iii) easier access to the self-bag drop

Main actions implemented | Year 2 of five-year period

3 Enhancement of Terminal 1 West security checks

Taking into account the changes in the layout of the Terminal 1 Departures area, due to the construction of the new check-in island V, the second phase of expansion of the T1 West security checks was completed by adding the tenth X-ray scanner to accommodate the relocation of the Fast Track (two dedicated machines) in preparation to the use of the central gate for the security checks for sensitive flights following the closure of the East gate.



Main actions implemented | Year 2 of five-year period

4 Reconfiguration of the Terminal 3 sensitive flights check-in area

Interventions completed

- A** The increase in originating sensitive traffic to Terminal 3, has led to the need to expand the check-in area, therefore the boundary wall of the area has been further moved East, gaining about 380 m2.
- B** In the same area, a connection was opened with the corridor leading to the security checks for sensitive flights, to facilitate passenger flow

* Expected benefits

- Increase check-in capacity and sensitive flight passenger traffic surface area
- Increase service level



Main actions implemented | Year 2 of five-year period

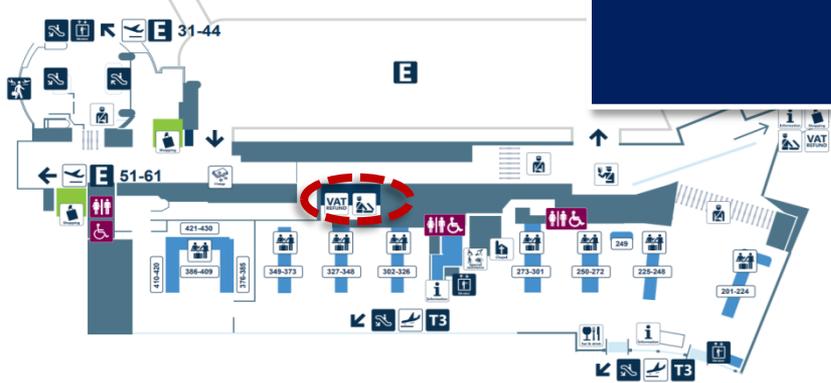
5 Construction of a new VAT Refund and customs area in the landside area in Ter

Interventions completed

- New, larger and more regular VAT Refund area for greater comfort for passengers waiting for their turn
- +270 m² of queuing area (now 400 m² vs 130 m² before)



+270 m² of queuing area



Main actions implemented | Year 2 of five-year period

6 Implementation of an entry point for families and PRMs in Terminal 3 East side

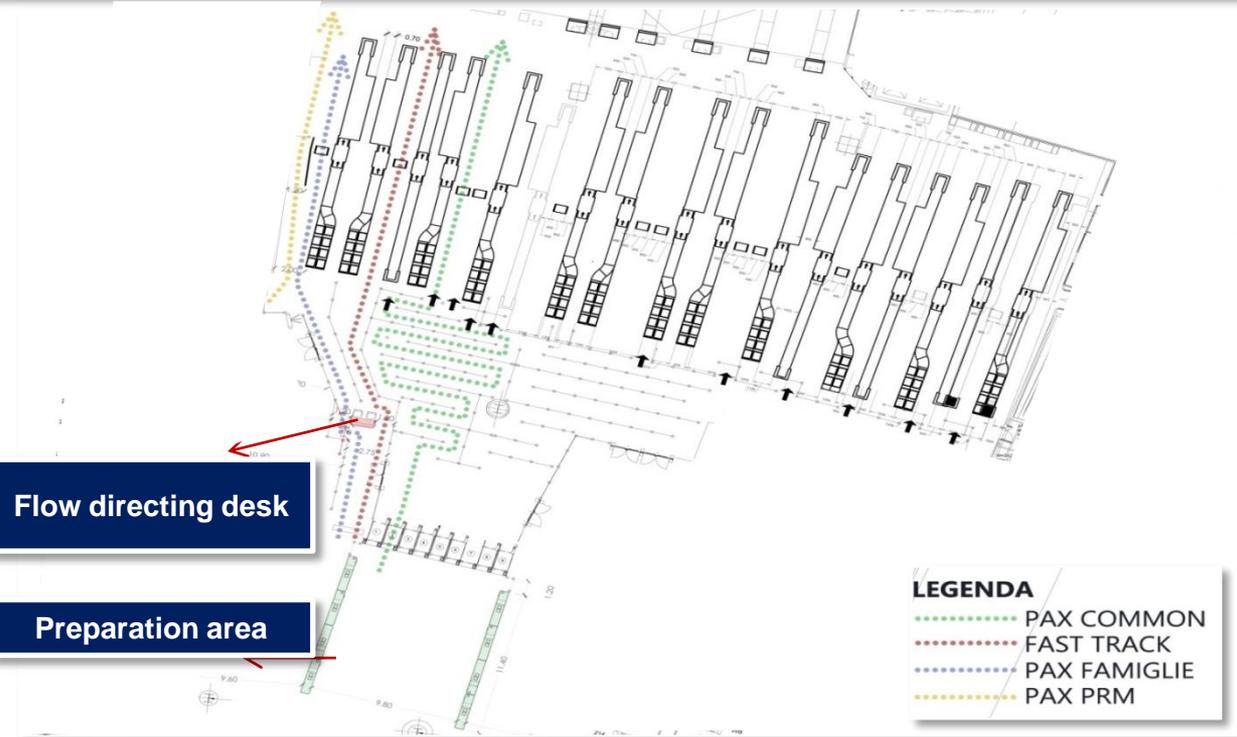
Flow directing desk



The T3 East security check points have been reconfigured, adding lines for PRM passengers and families with prams at the T3 East security checks.

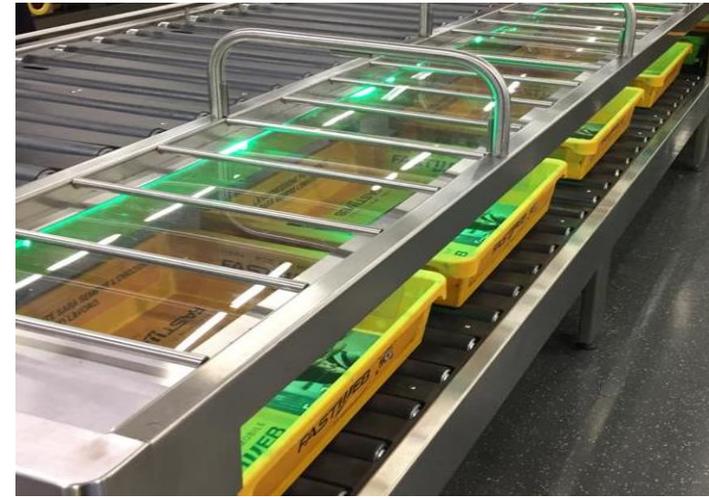
The Fast Track service was also enhanced by adding a portal with dynamic signage.

Dynamic signage portal



Main actions implemented | Year 2 of five-year period

7 Extension of use of new generation q-beaters in Terminal 3 East



Actions

The machines at gate T3 East have been replaced with new-generation q-beaters, to improve service times at security checks, by:

- Increasing the speed of the automatic tray recovery system
- using transparent surfaces and lighting systems to make the available tray more visible

Advantages

- Significantly higher throughput and more stable performance during the day by eliminating bottlenecks due to the load of queued passengers
- Lower workload: passengers take their own tray independently

8 Border reconfiguration (1/3)

Interventions completed

Following agreements between the Police and embassies, we extended the possibility to use e-gates to authorized non-EU passengers.

To provide all its benefits, this operational change required a further upgrade of the border (arrivals, departures, transits) by reconfiguring the queuing areas, the boundary walls and optimizing the traditional booths to enable the installation of additional E-Gates.

In addition, significant improvements were made to signage

* Expected benefits

- Reduction of waiting time at passport control also for authorized non-EU passengers
- Increase service level
- Increase of area available to passengers

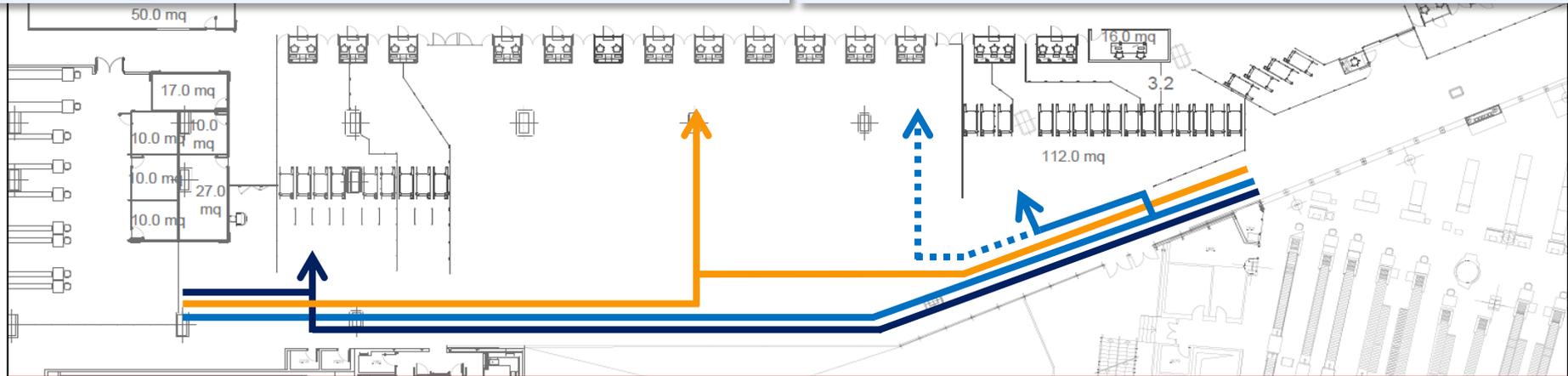
Main actions implemented | Year 2 of five-year period

8 Border reconfiguration – Departures (2/3)

Objectives

Reduce waiting time at passport control

Make greater use of e-gates instead of traditional booths



█ E-Gates for non-EU countries
 █ All passports
 █ UE E-Gates
 ⋯ EU (<14 years and ID card)

SCOPE	DETAIL	AS WAS	AS-IS	%
E-Gates (#)	Non EU	6	9	+50%
	EU	10	15	+50%

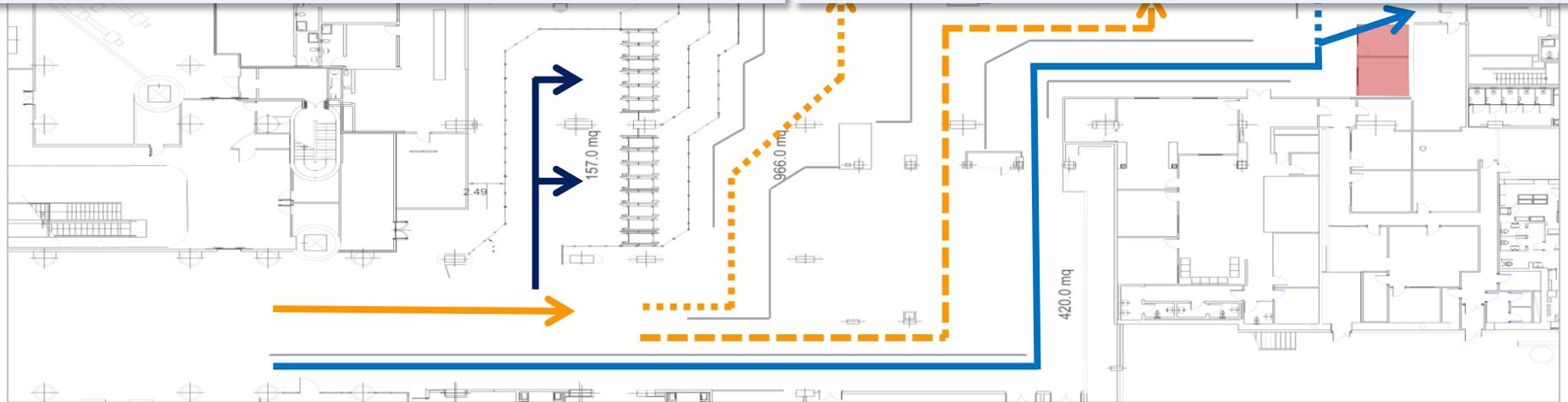
→ Compared to interventions completed in Summer 2018, the layout has been revised to maximize and encourage the use of E-Gates for enabled EU and non-EU passengers

8 Border reconfiguration – Arrivals (3/3)

Objectives

Reduce waiting time at passport control

Make greater use of e-gates instead of traditional booths



	All passports E-Gates for non-EU countries		Visa-free countries Visa countries		EU (<14 years and ID card)
	UE E-Gates				

SCOPE	DETAIL	AS WAS	AS-IS	%
E-Gates (#)	Non EU	6	14	+133%
	EU	10	9	-10%

→ Compared to interventions completed in Summer 2018, the layout has been revised to maximize and encourage the use of E-Gates for enabled EU and non-EU passengers

9 New border control for PRMs

Entrance of the new border control for PRMs



In addition to the classic passport booths, both in the immigration and departure areas, at the beginning of 2019 the new border control dedicated exclusively to PRMs was inaugurated, between the Schengen and Non-Schengen areas and vice versa.

The process is facilitated by the use of 7-seat minivans equipped for transport of disabled persons.

Main actions implemented | Year 2 of five-year period

10 Restructuring of the E31-E44 Departure Area



Restructuring of the E31-E44 departure area to improve passenger comfort:

- Color change of gate desks to match the color of the signage

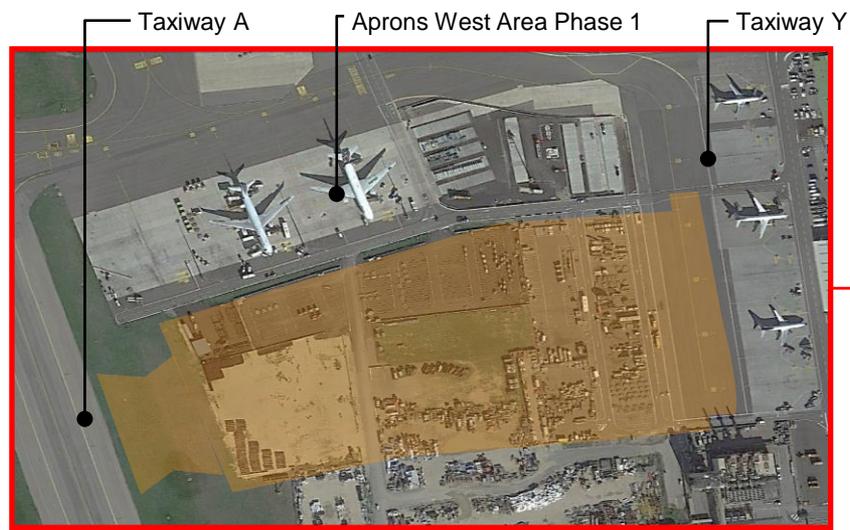
Main actions implemented | Year 2 of five-year period

11 Increase of WB and NB stands in West aprons (1/2)

The aim of the intervention is to increase capacity in the West area of the airport by building nine aircraft parking stands.

The area identified for the construction of the new aprons is located between taxiways A and Y, south of the apron as completion planned for the West Aprons Phase 1 project.

The project includes the civil works for the construction of the new aprons and the connection with Taxiway A.



Areas of intervention

Main actions implemented | Year 2 of five-year period

11 Increase of WB and NB stands in West aprons (2/2)

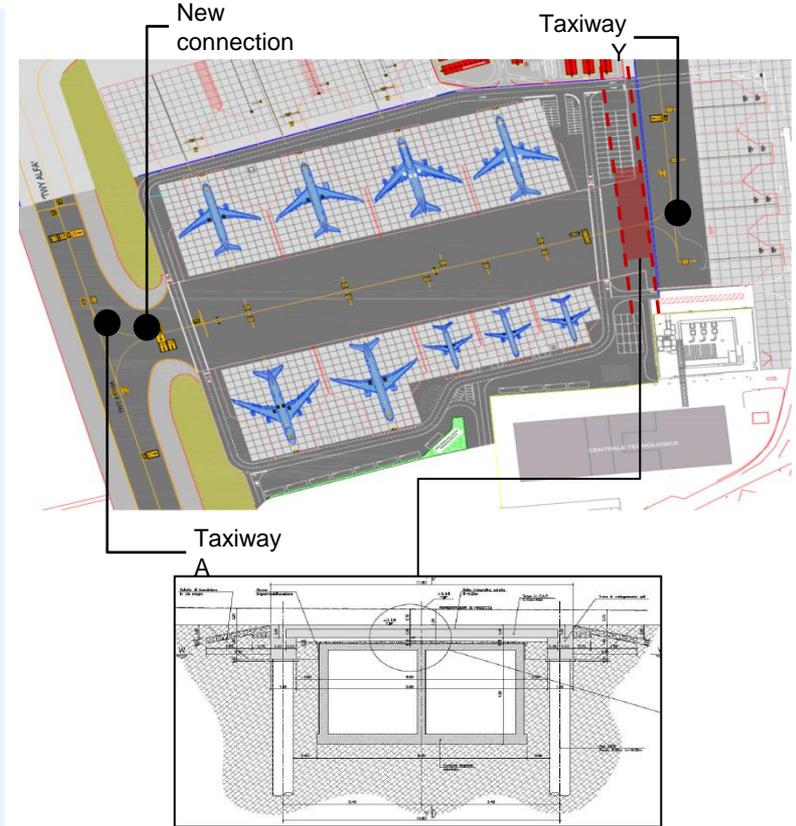
Capacity of the new parking stands;

- 6 Code E stands: up to 65 m wingspan (B747-400)
- 3 Code C stands: up to 36 m wingspan (full C)

The existing service tunnel running parallel to taxiway Y will be reinforced to allow aircraft transit

The project involves the construction of a water drainage system and the diversion of the existing segment of the East Collector.

The power supply to the new plants required the design of a new electrical substation dedicated to the systems installed on the new apron.



Reinforcement of the services tunnel

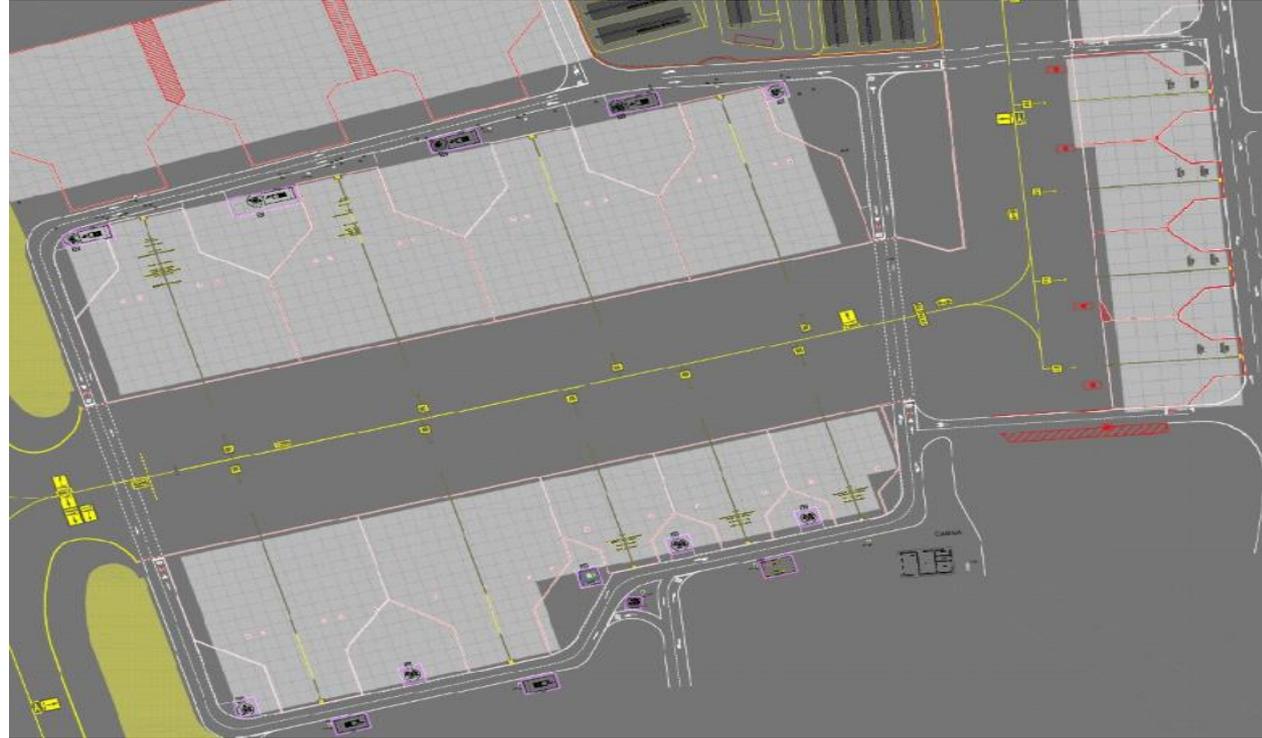
Main actions implemented | Year 2 of five-year period

12 Installations of PCA and 400 Hz equipment in West aprons

All parking stands have been equipped with a Visual Docking Guidance System on the approach (VDGS)

All stands are also equipped with:

- Apron lighting system with light towers equipped with LED lights and mobile crown
- Pre-conditioning system
- 400 Hz power supply system
- AVL systems, including lead-in lighting
- Fuel pit



Main actions implemented | Year 2 of five-year period

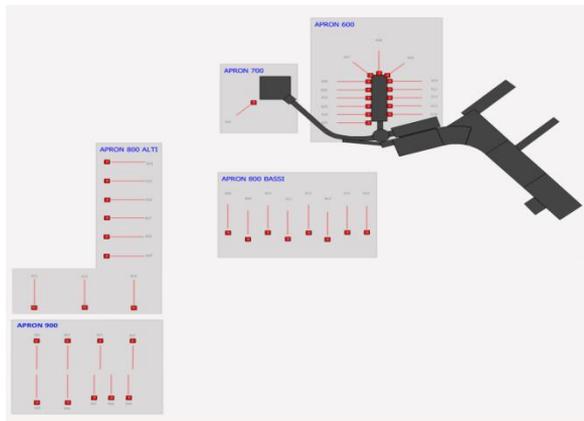
13 VDGS: on-stand turn around information

The new VDGS units which provide ramp information on the flight status and on A-CDM targets, have been installed in stands:

- 808-815
- 824-829
- 601-614

The advantages of the system are:

- increased safety during stand approach and stopping
- possibility of reducing the distance between aircraft on adjacent stands, thus increasing the capacity of the stands
- operation even in low visibility conditions and/or at night



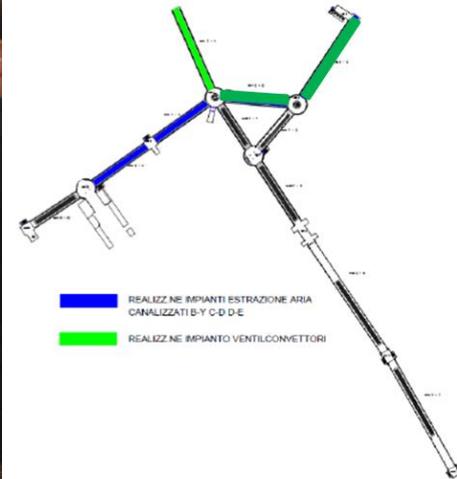
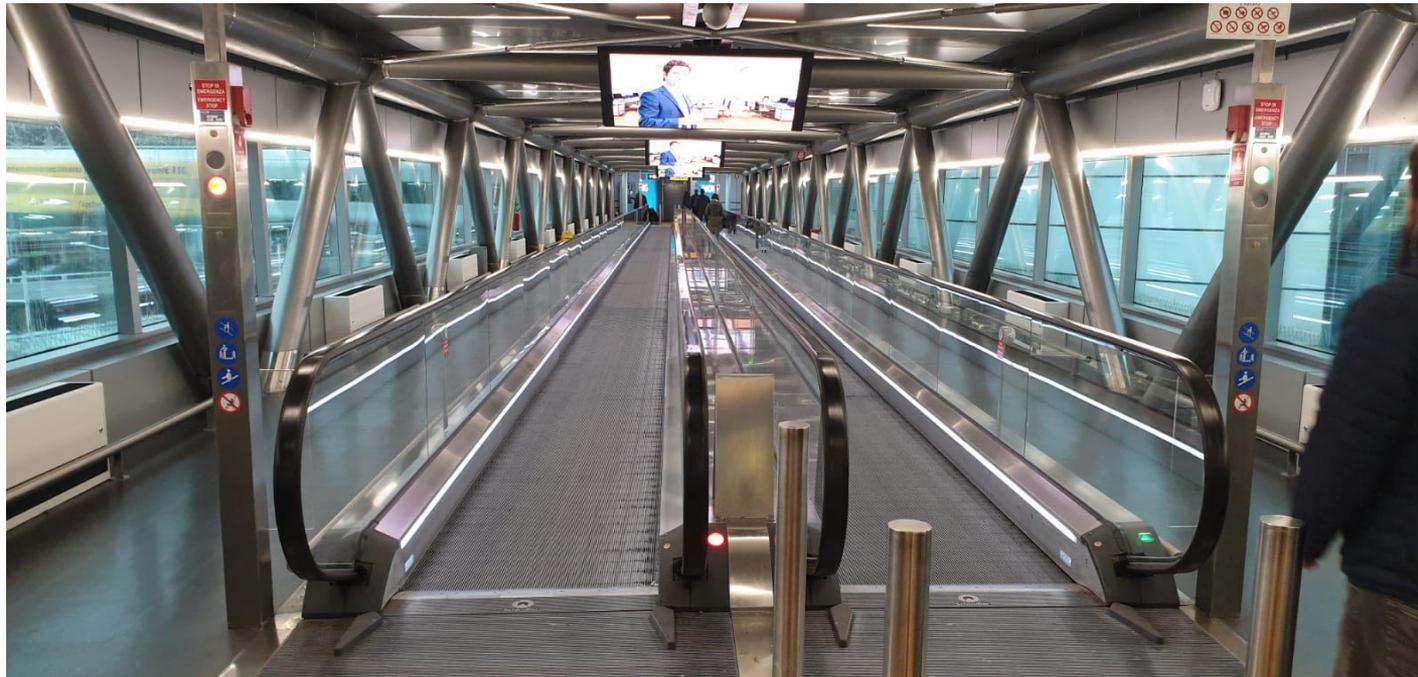
The new VDGS units are integrated with a system that improves the precision of the data recorded, the quality of the information on the stand and that sent to Flight Control

Main actions implemented | Year 2 of five-year period

14 Improved air conditioning for pedestrian walkways

Interventions completed

Fans were installed in the sections of the walkways closest to the Terminal (green on the map) and ducted air extraction systems were installed in those used to access the railway station, to improve the air conditioning of pedestrian tunnels.



Wayfinding

1. New wayfinding within T1
2. Map with information on public transportation to Rome
3. Passports: change of arrivals/departures/transits layouts (4/5)
4. Implementation of dynamic signage
5. FIDS improvement
6. Changes to the signage for baggage carts and smoking points
7. Map with indications of services specific to each boarding area
8. Update measures for wayfinding in the check-in hall in T3
9. Satellite: improved gate signage

Main actions implemented | Year 2 of five-year period

WAYFINDING

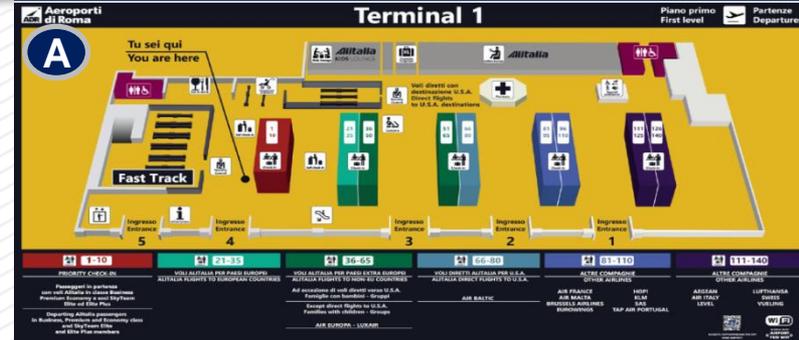


1 New wayfinding in Terminal 1 (1/4)

Actions

- A** Check-in map of Terminal 1 updated with the innovations introduced by the opening of the V island
- B** Restyling of the entrance doors, showing the airlines that operate at the nearest check-in desks
- C** New vertical signs to highlight airlines operating according to check-in islands
- D** New wayfinding and layout for check-in desks of airlines other than Alitalia at Terminal 1
- E** Wayfinding for the airlines operating in Terminal 1, starting from the walkways coming from the railway station and car parks

Photo Terminal 1



Layout and Signage

Main actions implemented | Year 2 of five-year period

WAYFINDING



1 New wayfinding in Terminal 1 (2/4)

Actions

Photo

IT
Developments

F Implementation of the "available desk" system to direct passengers to use the first available check-in desk.

Adaptation of the system to the layout of the new check-in desks by implementing the "Next in line" procedure

G Check-in desk indication assigned by range and to help users access the correct desk



G

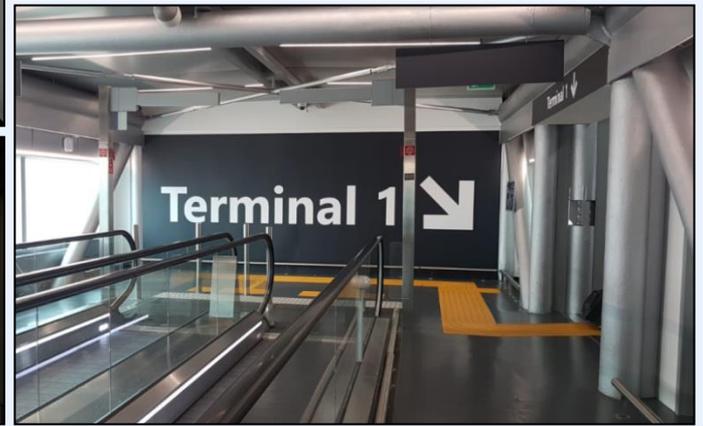
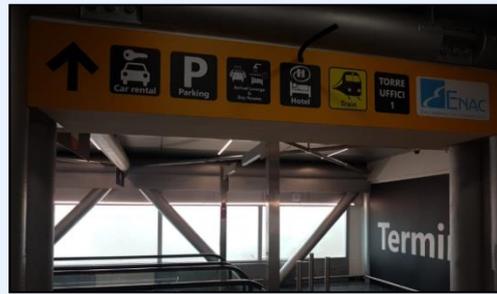
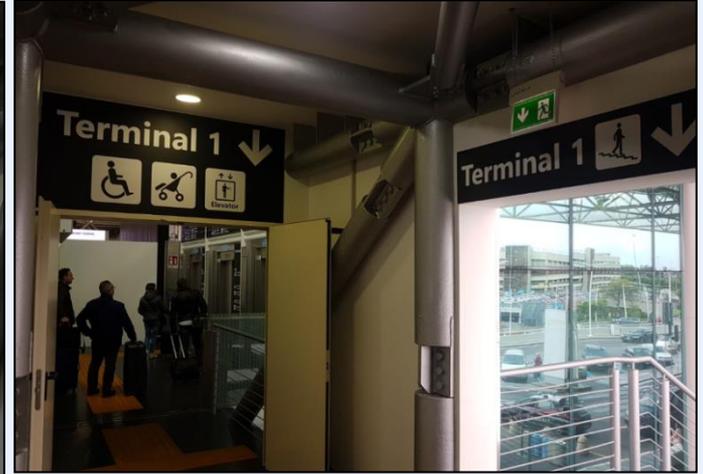
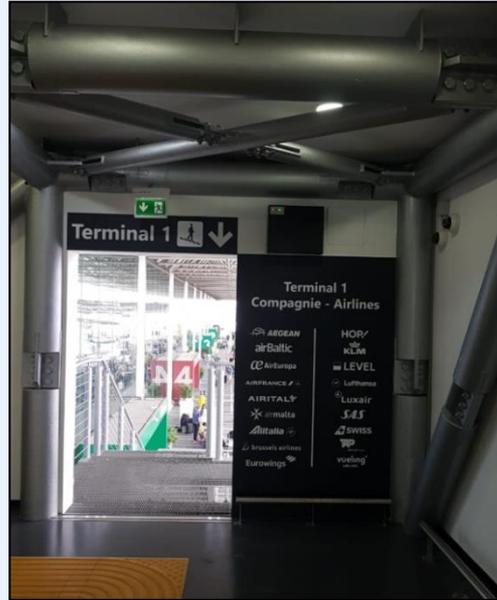
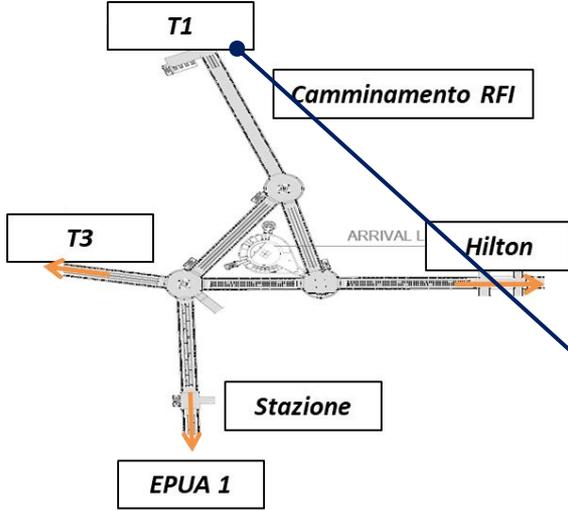
Partenze					15:39 Lunedì 9 lug 2018					Aeroporti di Roma
Volo	Orario	Destinazione	Banco	Gate Status	Volo	Orario	Destinazione	Banco	Gate Status	
DL6620	15:35	Athens	071-084	B21 Imbarco	KQ1604	17:25	Amsterdam	025	B18	
AF9825	15:55	Cagliari	071-084	B05	KL3442	17:30	Geneva	071-084	B17	
SU4293	16:00	Venezia	071-084	B17 Imbarco	KL5537	17:30	Pisa	071-084	B23	
AZ2080	16:00	Milano Linate	071-084	B19	BT5338	17:30	Milano Linate	071-084	B08	
KM2302	16:10	Olbia	019	D05	TP7284	17:35	Palermo	071-084	B03	
AZ866	16:30	Tunis	071-084	E12	BT5493	17:40	Venezia	071-084	B16	
AZ2082	16:30	Milano Linate	071-084	B22	BT634	17:40	Riga	009	B13	
UX3159	16:35	Malta	064	B15	EY2902	17:45	Bologna	071-084	B24	
UX1044	16:50	Madrid	006	B06	AJ7169	17:45	Firenze	071-084	B30	
AZ574	16:55	Zurich	071-084	B23	9W5957	17:55	Verona	071-084	B09	
AJ7181	17:00	Catania	071-084	B03	QJ8344	17:55	Olbia	013	D10	
BT5527	17:00	Milano Linate	071-084	B10	AZ736	18:00	Tehran	071-084	E	
TP7254	17:10	Brindisi	071-084	B10	9W5969	18:00	Napoli	071-084	B15	
MIK9529	17:15	Paris Cdg	025	B05	AZ2050	18:00	Milano Linate	071-084	B04	
BT5580	17:15	Milano Malpensa	071-084	B29	MK3521	18:10	Paris Cdg	025	B02	
EY2983	17:15	Trieste	071-084	B19	UX1048	18:25	Madrid	020	B10	
LG1315	17:15	Torino	071-084	B27	AZ2100	18:30	Milano Linate	071-084	B06	
AZ208	17:20	London Heathrow	064	E	KL3485	18:45	Cagliari	071-084	B11	
EY2979	17:20	Nico	071-084	C09	AZ2056	19:00	Milano Linate	071-084	B08	
TP7143	17:20	Lamezia Terme	071-084	B31	9W5931	19:10	Torino	071-084	B19	
AF9751	17:20	Cagliari	071-084	B20						
TP7236	17:20	Bari	071-084	B14						

Main actions implemented | Year 2 of five-year period

WAYFINDING



1 New wayfinding in Terminal 1 (3/4)



Enhancement of information on the airlines operating in Terminal 1 starting from the pedestrian walkways to the multi-level parking garage and the railway station.

Main actions implemented | Year 2 of five-year period

1 New wayfinding in Terminal 1 (4/4)

Terminal 1

Ingresso Entrance **1**

Ingresso Entrance **2**

Ingresso Entrance **3**

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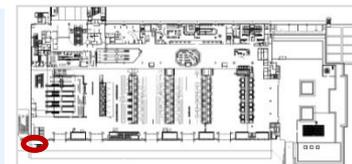
Ingresso Entrance **4**

--

Ingresso Entrance **5**

	Controlli di sicurezza Security control
--	--

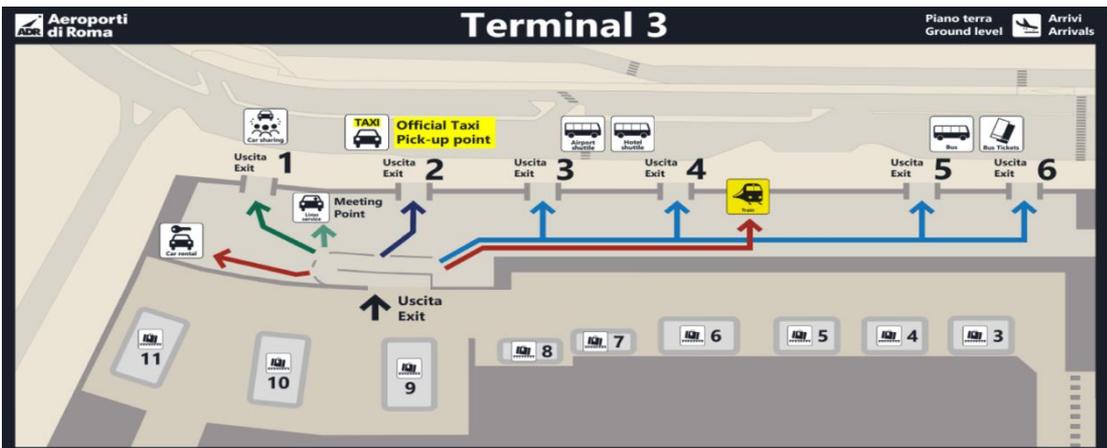
Addition of new external signage at the exit from the walkways towards Terminal 1, to enable passengers to use the access door closest to their airline's check-in desks



Main actions implemented | Year 2 of five-year period

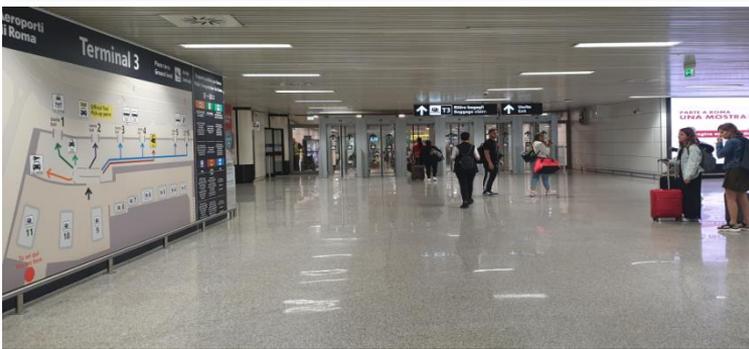
2 Map with information on public transportation to Rome

A map of Public Transportation to Rome has been installed at several points at the arrivals area of Terminal 3. It shows information on how to use the various means of transport to Rome (car parks, taxis, buses, trains, rental cars, car sharing and rental cars with drivers service) in order to guide passengers to their destinations and provide helpful information on fares and ticket sales.



Trasporto Pubblico per Roma - Public Transportation for Rome

Trasporti		To & From Fiumicino			
<p>NOLEGGIO AUTO CAR RENTAL</p> <p>Le società di autonoleggio si trovano presso la Torre Uffici 2. Le auto si ritirano e si riconsegnano presso i parcheggi terminal.</p> <p>The car rental companies are located in Office Tower 2. Rental cars are picked up and dropped off at the terminal car parks.</p>	<p>CAR SHARING</p> <p>Il servizio è disponibile presso la terrazza del parcheggio Breve Sosta del Terminal 1.</p> <p>The service is available at the Terminal 1 Short Stay parking terrace.</p>	<p>NOLEGGIO AUTO CON CONDUCENTE (NCC) CAR RENTAL WITH DRIVER</p> <p>Servizio da prenotare. Le società che operano in aeroporto sono: Cooperativa Airport Autonoleggio Futura Cooperativa U.A.R.A.</p> <p>Service to be booked. The companies that operate in the airport are: Cooperativa Airport Autonoleggio Futura Cooperativa U.A.R.A.</p>	<p>TAXI</p> <p>Tariffe fisse a corsa: Roma Centro € 48,00 Stazione Tiburtina € 55,00 Roma destinazioni all'interno del G.R.A. max € 70,00 Si raccomanda di usare solo taxi autorizzati ubicati all'esterno dell'uscita 2.</p> <p>Fixed rates per trip: Rome City Centre €48.00 Tiburtina Station €55.00 Rome destinations within the G.R.A. Max €70.00 We recommend using only authorised taxis located outside exit 2.</p>	<p>TRENO TRAIN</p> <p>Partenze ogni 15' Biglietti acquistabili presso le postazioni self (situato nella sala bagagli vicino il nastro 5 e all'esterno della sala bagagli vicino l'uscita 4), in stazione ferroviaria o tramite il sito internet.</p> <p>Departure every 15'. Tickets can be purchased at the self-service stations (located in the baggage area near belt 5 and outside the baggage area near exit 4), at the train station or on the website.</p>	<p>BUS</p> <p>Linee per Roma e linee interregionali Hotel shuttle Airport shuttle</p> <p>Lines for Rome and inter-regional lines Hotel shuttle Airport shuttle</p>



Main actions implemented | Year 2 of five-year period

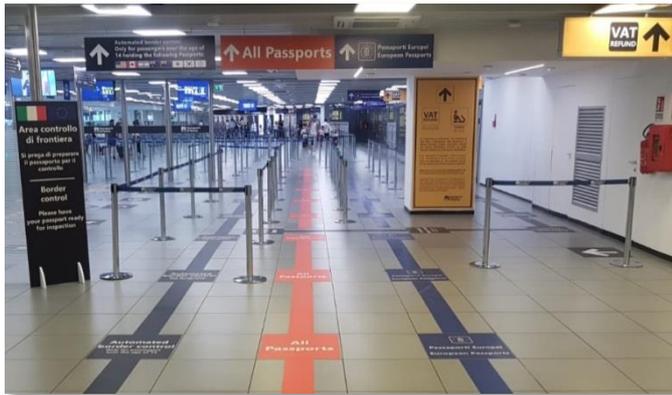
WAYFINDING



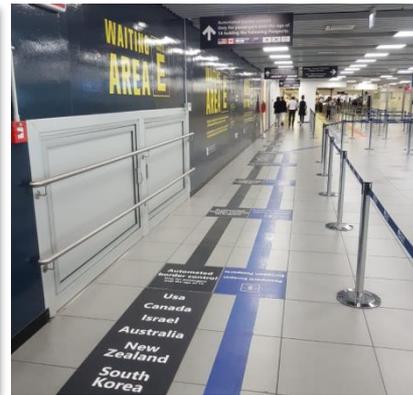
3 Passports: change of departure layouts (1/5)



▼ Sensitive flights side



▼ Distribution of pax flow on sensitive flights side



▼ Pier D Side



▼ Pier D Side

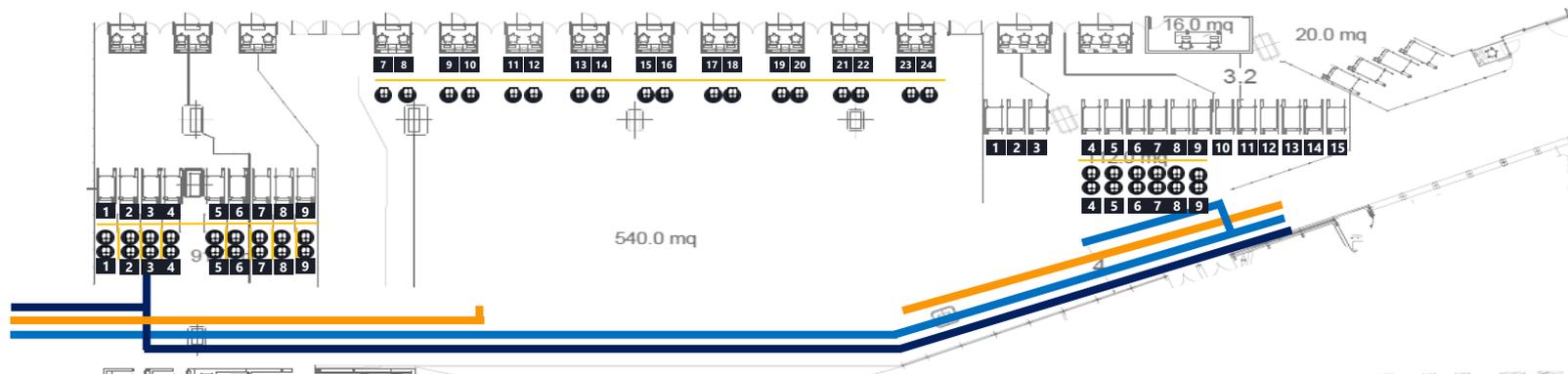


Main actions implemented | Year 2 of five-year period

WAYFINDING



3 Passports: change of departure layouts (2/5)



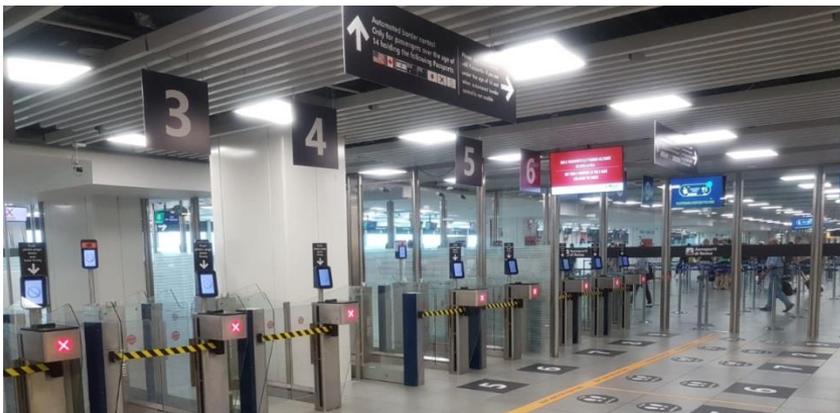
E-gates

1

WAIT HERE YOUR TURN



1



New non-EU E-Gates



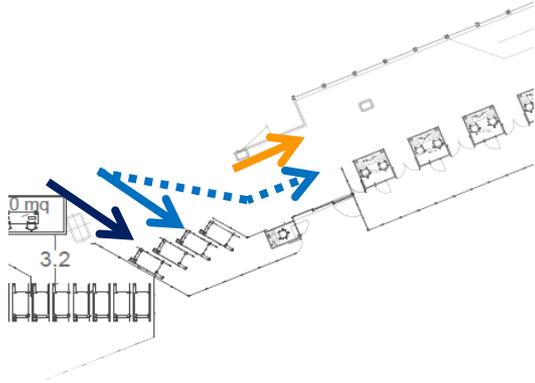
New UE E-Gates

Main actions implemented | Year 2 of five-year period

WAYFINDING



3 Passports: change of transits layouts (3/5)



- E-Gates for non-EU countries
- UE E-Gates
- EU (<14 years and ID card)
- All passports



Main actions implemented | Year 2 of five-year period

3 Passports: change of arrivals layouts (4/5)



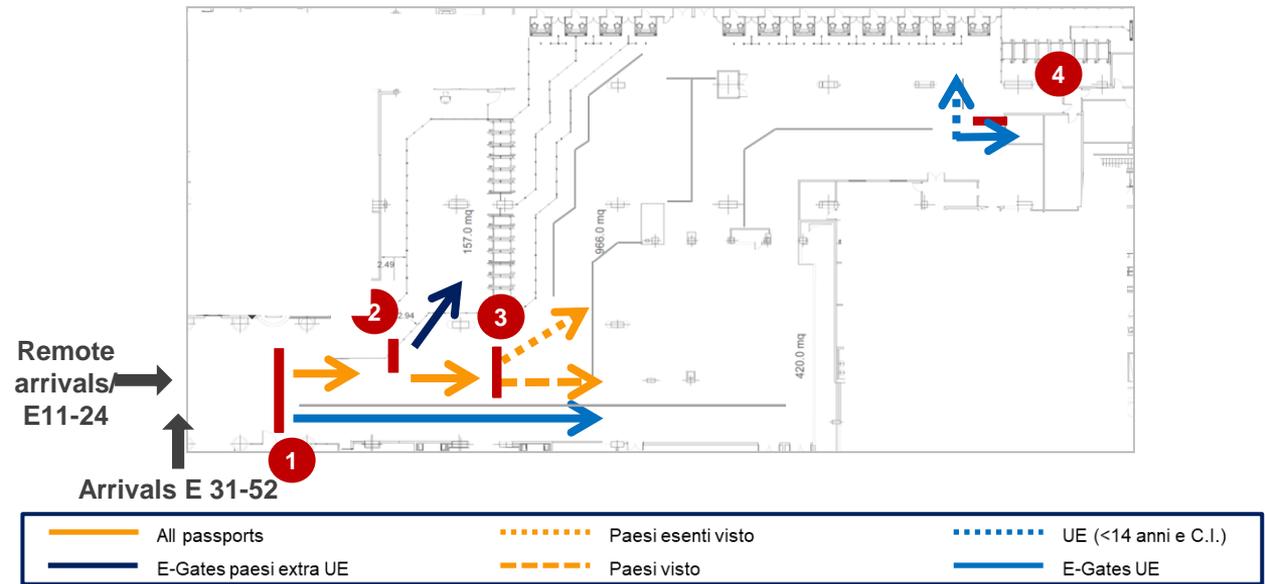
1 EU/non-EU passport fork



2 E-Gates/Manual passport fork



3 Passports requiring/not requiring visas fork



4 Children under 14 and those with ID card fork

Main actions implemented | Year 2 of five-year period

WAYFINDING



3 Passports: change of arrivals layouts (5/5)

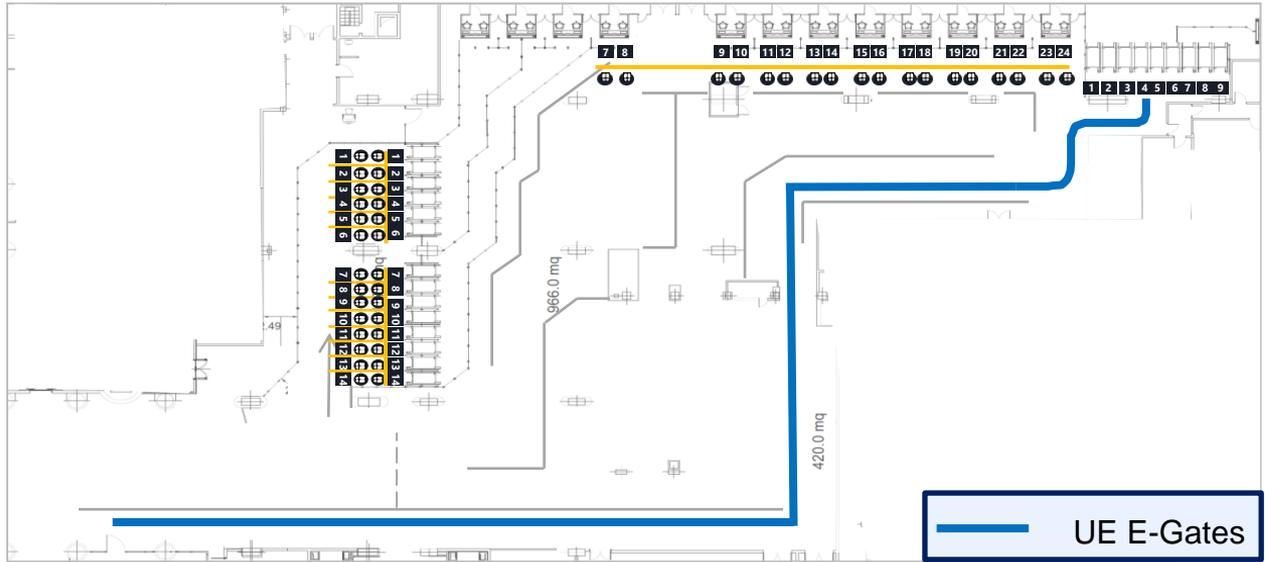
E-gates

1

WAIT HERE YOUR TURN



1



Floor markings used



New non-EU E-Gates

Route for EU E-Gates

New UE E-Gates

Main actions implemented | Year 2 of five-year period

WAYFINDING



4 Implementation of dynamic signage

Passport Control Departures



Baggage reclaim area info desk from Pier D



Dynamic signage:

- Supplements information in real time
- Displays graphical information according to schedules and operational requirements
- Supports dedicated signage in many languages (currently Italian, English, Chinese and Russian)
- displays specific graphics by area/time period

Main actions implemented | Year 2 of five-year period

5 FIDS improvement

Several measures were taken on the FIDSs to improve passengers' perception of the clarity of the information shown on the monitors, in particular:

- A** larger monitors
- B** optimized monitors respect to homogeneous areas

Added 65" FIDS in Terminal 3 Mezzanine area



Relocated some FIDS to make them more visible in the T1 check-in hall



Main actions implemented | Year 2 of five-year period

6 Changes to the signage for baggage carts and smoking points

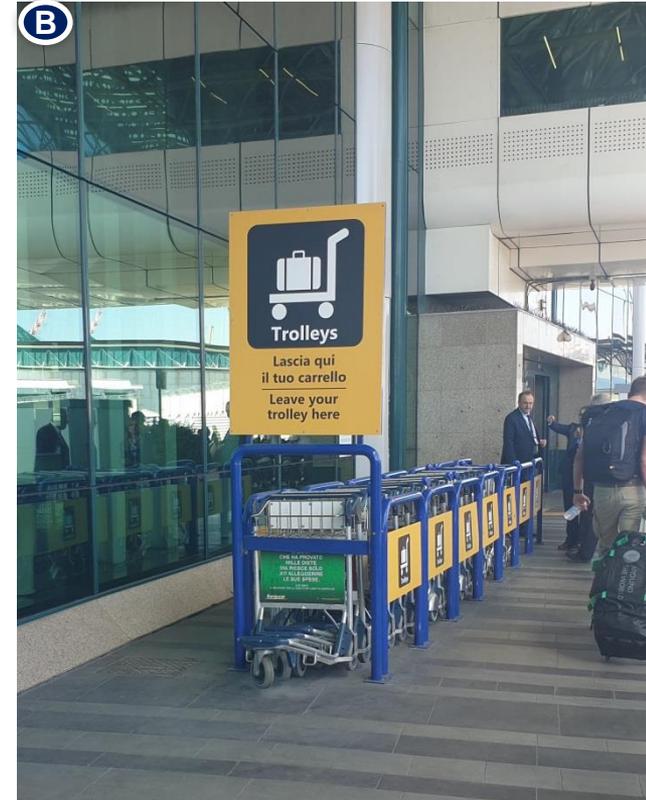
On the sidewalk that runs alongside the departures and arrivals areas of Terminal 1 and Terminal 3, the following signs have been updated:

- A** clearly visible smoking areas
- B** baggage carts to facilitate use by passengers

Smoking point signage



Signage for baggage carts



Main actions implemented | Year 2 of five-year period

WAYFINDING



8 Update measures for wayfinding in the check-in hall in T3

In the check-in hall of Terminal 3, signs for passengers were improved to identify the correct check-in island, toilet facilities, VAT refund and other services in the landside area.



Main actions implemented | Year 2 of five-year period

WAYFINDING



9 Satellite: improved gate signage

To facilitate passenger orientation within the circular area of departure area E31-E44, the following improvements have been completed:

- update of graphics
- larger gate number signs
- tuning of transit signs



Quality Improvement Plan | FCO – Actions in progress

Main actions for further increasing passenger satisfaction

Passenger services and communication

1. Introduction of family fliers: to illustrate the services offered at the airport
2. Installation of additional new technology charging stations and redistribution also in new areas
3. Performance improvement of current smoking cabins, in line with the standards of the new cabins
4. Seat padding
5. Upgrade of nurseries: addition of flight information monitors inside
6. Construction of a new work and relaxation area at Pier D
7. Introduction of multilingual speech synthesizer
8. Installation of "China" corners in the T1 and T3 delivery halls
9. Opening of new lounges in the airside area
10. Introduction of plastic bottle compactor at T3 departures
11. Improved perception of security checks
12. Activation of specific campaigns on quality, sustainability, and passports
13. Exhibitions held at the airport
14. Airport passenger entertainment events
15. Installation of TV monitors in PRM-friendly lounges

Main actions implemented | Year 2 of five-year period

PASSENGER
SERVICES



1 Introduction of Family flier

Fliers have been introduced at the airport to inform passengers traveling with children of the services available:

- **pink car park** for pregnant women and new mothers
- **points of sale** for children
- possibility of carrying **strollers** on flights
- **family friendly menus** at some food outlets
- **play areas** to entertain the little ones
- **small traveler diploma**
- child-friendly **toilet facilities** and **nursery**
- easier **access** to Terminal 1

PARCHEGGI ROSA

Posti auto dedicati a tutte le donne in partenza: **44 POSTI** per le neomamme e le donne in dolce attesa e **136 POSTI** per tutte le altre signore. Si trovano al **3° PIANO DEL PARCHEGGIO MULTIPIANO P-TERMINAL D** (situato di fronte al Terminal 3 e collegato da un tunnel coperto) e al **PARCHEGGIO LUNGA SOSTA COPERTO - SETTORE 2** (collegato da un servizio di navetta gratuito con frequenza ogni 5 minuti)

SHOPPING

Tanti punti vendita con prodotti e regali **A MISURA DI BIMBO**.
Scopri nella sezione Shopping della pagina www.adr.it/servizi-per-le-famiglie

CONTROLLI DI SICUREZZA TERMINAL 1

VARCO AGEVOLATO
con accesso più confortevole per le famiglie con passeggini e carrozine

NURSERY

5 NURSERY, ATTREZZATE CON LETTINI E FASCIATOI, ubicate vicino ai gate D01, E11, E44, prima del gate E51 e nella hall partenze del Terminal 3, vicino ai banchi check-in 302-312

TOILETS DEDICATE
Bagni dotati di tutti i comfort compresi **FASCIATOI e LAVANDINI** a misura di bambino

PASSEGGINI

Se viaggi con il passeggino **VERIFICA** con la tua compagnia aerea:
SE DEVI IMBARCARLO in stiva, consegnalo al nastro "Bagagli fuori misura". **ALTRIMENTI**, portalo con te fino al momento dell'imbarco e un addetto della compagnia aerea lo prenderà in carico

MENU FAMILY FRIENDLY

Presso alcuni punti ristoro puoi trovare **MENU BIMBE**

- McDonald's alle partenze del Terminal 1 (mezzanino).
- Gusto nelle aree di imbarco B e D.
- Antoneo Colonna Open Bistrò in area di imbarco B.

Infine sono disponibili, su richiesta, saggiofiori ed è possibile riscaldare biberon e pappe o sterilizzare il ciuccio

AREE GIOCHI

TANTO SPAZIO PER INTRATTENERE I PIÙ PICCOLI
in attesa dell'imbarco o del ritiro bagagli

3 BABY CORNER dotati di giochi:

- area riconsegna bagagli Terminal 1 e Terminal 3
- area di imbarco E51-E63

DIPLOMA DEL PICCOLO VIAGGIATORE

Un certificato che testimonia **L'ESPERIENZA DEL PRIMO VIAGGIO** dall'aeroporto di Fiumicino. Richiedi gratuitamente agli InfoPoint ADR ubicati nelle aree di imbarco B ed E e nella hall partenze del Terminal 3, vicino ai banchi check-in 302-312

Main actions implemented | Year 2 of five-year period

2 Installation of additional new technology charging stations and redistribution also in new areas

New layout for charging stations



950
Seats with USB sockets

440
Sockets USB

Old layout for charging stations



300
Number of electrical sockets
230 V

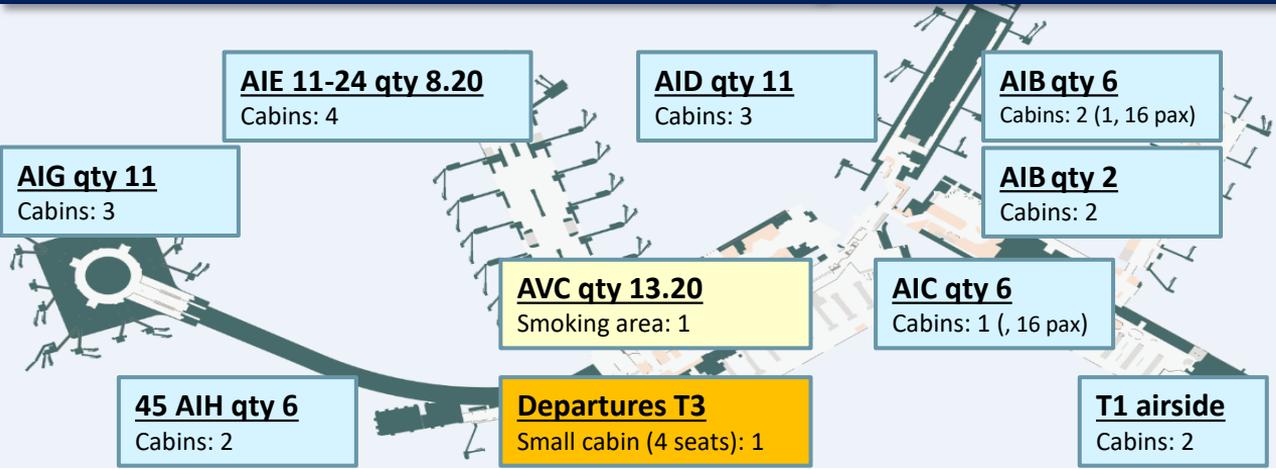
35
New charging stations installed
in 2019



Main actions implemented | Year 2 of five-year period

3 Performance improvement of current smoking cabins, in line with the standards of the new cabins

+ Distribution of Smoking Cabins



Increase in the number of smoking cabins in the boarding areas (+4 during 2019) and installation of automatic opening doors
 Continuous monitoring of the performance of smoking cabins

16 person cabins: 2

6/8 person cabins: 16

Smoking area (30 people): 1

4 person cabins: 1

6 PERSON CABINS



8 PERSON CABINS



16 PERSON CABINS



4 Seat padding

The upgrade of the seats at piers B and D has been completed, adding padding to make them more comfortable and more attractive to passengers.

The choice is aimed at creating more welcoming areas to provide relaxation also to passengers with long waiting times.



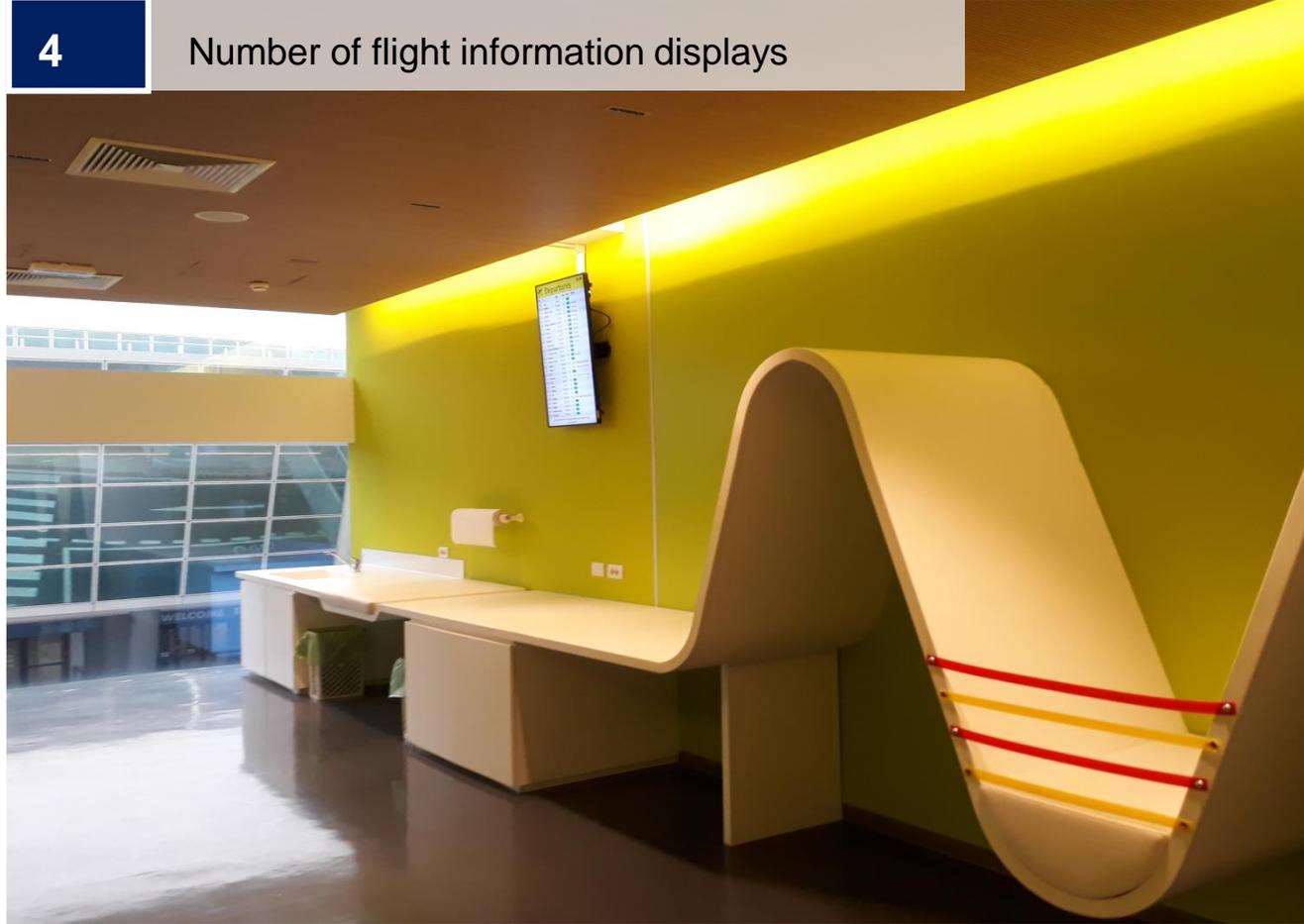
Main actions implemented | Year 2 of five-year period

5 Upgrade of nurseries: addition of flight information monitors inside

Restructuring NURSERY

4

Number of flight information displays



6 Construction of a new work and relaxation area at Pier D

WORK AREA

o 154 Square meters

o 78 New workstations

o 20 New seats for relaxation



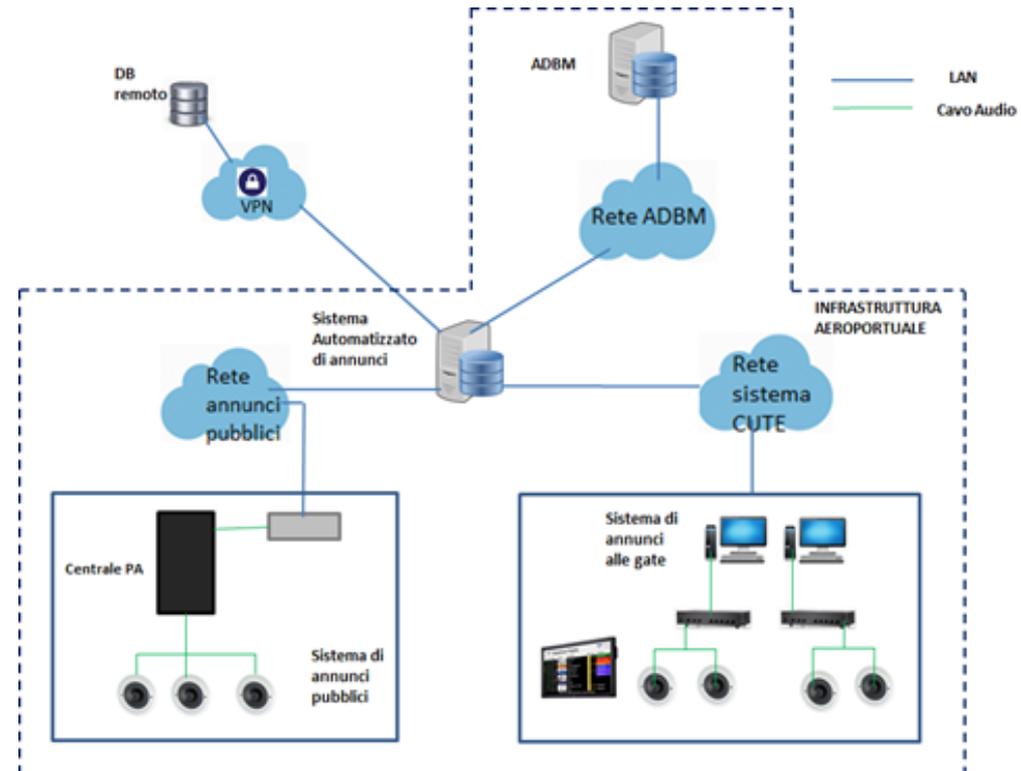
7 Introduction of multilingual speech synthesizer

An automatic voice announcement system has been installed to increase the quality of service offered to passengers and airlines. The system processes the data provided directly by the operators and transmits it to the passengers via audio messages

The system uses several languages, to meet the requirements of many nationalities:

- Italian
- English
- French
- Spanish
- German
- Portuguese
- Russian
- Chinese (Mandarin)
- Ukrainian
- Romanian

Operation of voice announcement system



Main actions implemented | Year 2 of five-year period

PASSENGER
SERVICES



8 Installation of "China" corners in the T1 and T3 delivery halls

Thanks to the collaboration with the sub-licensees, ADR has introduced new technologies to improve the experience for Chinese passengers and increase the service level.

In particular, new personalized payment methods have been introduced for Chinese passengers visiting Italy:

- Alipay method in the Non-Schengen area, i.e. the one with the largest offer of advertising campaigns, "tax free mall" area and luxury stores
- Wechat payment method



WeChat Pay



支付宝
ALIPAY



— 五福四海过福年 —
他乡遇故

支付宝扫码领红包享优惠
单笔消费满800元

立减 **40** 元人民币

最高得2888人民币
全年活动 境外专享

活动时间：
2019年1月15日-2019年2月28日

1. 用户使用支付宝手机客户端（iOS 7.7及以上版本）扫描指定商家二维码，单笔消费满800元人民币，立减40元优惠。即享红包参与活动。每个用户只能使用一次。支付宝红包加码活动，领取支付宝红包+90-571-921128。扫码立减200元红包，每笔消费最高立减200元。

支付宝 ALIPAY × ADR Aeroporti di Roma

Main actions implemented | Year 2 of five-year period

PASSENGER
SERVICES



9 Opening of new lounges in the airside area

EMIRATES LOUNGE – Pier E11-E24

Business area, dining room, bar, prayer room, comfort area. 1000 m² with direct access to loading bridges

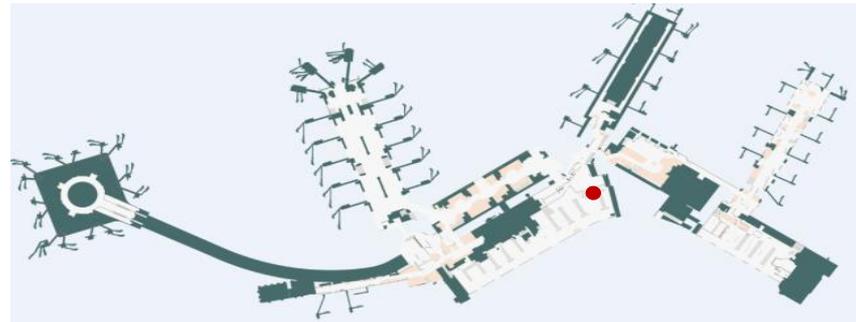


10 Introduction of plastic bottle compactor at T3 departures

Terminal 3 East

To improve sustainability at the airport, some compactors have been installed to automatically separate solid waste (plastic) from the liquid. In particular:

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



11 Improved perception of security checks

Some improvement solutions have been identified in the field of passenger and carry-on baggage screening

Badges for foreign language operators



Shoehorn

 **Aeroporti
di Roma**

HAI BISOGNO
DI UN CALZASCARPE ?
DOPO L'USO PER FAVORE
RIPONILO NELLO STERILIZZATORE.
GRAZIE

DO YOU NEED A **SHOEHORN** ?
PLEASE REINSERT IT IN THE
STERILIZER AFTER USE.
THANK YOU.

您需要一个鞋拔吗？
用完后请放回消毒器内。
谢谢！



Main actions implemented | Year 2 of five-year period

12 Activation of specific campaigns on quality, sustainability, and passports

We launched the following campaigns to highlight the results we have achieved, draw attention to specific issues and encourage passengers to act responsibly:

- A** Passports (E-gates)
- B** Best Airport
- C** Sustainability

A

ALL EUROPEAN PASSPORTS ARE ELECTRONIC.

PASSPORT

E-PASSPORT SYMBOL

USE THE E-GATE AND AVOID THE QUEUE.

NOW AVAILABLE FOR

USA AUSTRALIA JAPAN CANADA SOUTH KOREA POLAND CANADA SOUTH KOREA POLAND

SERVICE ACTIVE FOR ALL EUROPEAN CITIZENS OVER 14 YEARS OF AGE, MINIMUM HEIGHT 140 CM.

Aeroporti di Roma

1st IN THE WORLD

B

ROME FCO
BEST AIRPORT 2018

ADR
Aeroporti di Roma

CI AVETE PREMIATO COME
MIGLIOR AEROPORTO D'EUROPA

40.000* VOLTE

GRAZIE

IL NOSTRO IMPEGNO È OFFRIRVI
OGNI GIORNO I MIGLIORI SERVIZI

CHIEDETECI ANCORA DI PIÙ | comments@adr.it

*SONO 40.000 I LAVORATORI CHE GARANTISCONO IL FUNZIONAMENTO DELL'AEROPORTO

C

ABBIAMO UN CUORE VERDE. IL TUO.

GRAZIE A TE
ABBIAMO RAGGIUNTO
L'86% DEI RIFIUTI RICICLATI.

AIUTACI A FARE DI PIÙ.

USA GLI APOSITI CONTENITORI PER LA RACCOLTA DIFFERENZIATA

ADR **GREEN**

PERSONE, VALORI, AMBIENTE
PEOPLE, VALUES, ENVIRONMENT

13 Airport Passenger Entertainment Events (1/2)

The airport supports and sponsors local organizations, sports activities and cultural initiatives: more than 180 events in 2018 improved the "passenger experience"

A unique offer at European level: the airport, with an innovative formula that involves passengers from all over the world, becomes an international theater and showcase of the most prestigious events in Rome and throughout Italy, in part thanks to partnerships with the most important cultural institutions in Rome. Below are the initiatives:



4th edition of "Santa Cecilia al Volo": performance of young talents inside the Terminal



Meetings with the authors of "Librati"



Performances by artists of the Teatro dell'Opera di Roma



Auditorium Parco della Musica: Flamenco Festival



Chinese New Year Celebrations



"Chess on the fly": tutorials and games with passengers

13 Airport Passenger Entertainment Events (2/2)

The airport supports and sponsors local organizations, sports activities and cultural initiatives: more than 180 events in 2018 improved the "passenger experience"



Testimonials from local organizations and schools

"Navigating the Territory" is an initiative organized by Aeroporti di Roma, the Benetton Foundation for study and research and archeology Site of Ostia Antica, in collaboration with the Municipality of Fiumicino and the "Tyrrhenian-Eco-Schools Project" school network.



The project, designed to provide knowledge and foster appreciation for the imperial ports of Claudius and Trajan, a stone's throw from the Fiumicino airport, has offered over the last three years the opportunity to experience in an unusual way one of the most important archaeological sites of ancient Rome, hosting activities for citizens, tourists and local schools dedicated to history and nature, but telling history through play and art.



The initiative involved more than 15,000 local students and also airport passengers were informed: they could visit the imperial ports with a free bus for transport between the T3 and the archaeological site.

14 Installation of TV monitors in PRM-friendly lounges

New monitors installed in PRM-friendly lounges of the Satellite, T3 landside departures and at Pier D



RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

CIA IMPROVEMENT PLAN

ECONOMIC REGULATION AGREEMENT

1. Improvement of transport signage
2. Airlink activation
3. Bus Hub change
4. Fast Track Enhancement
5. Construction of a de-stress area
6. Introduction of baggage carts
7. New seats and charging stations
8. Improved layout of the accumulation and external gate areas
9. Improved signage

2 Airlink activation

Bus service activation from Ciampino airport to Termini railway station.



Ciampino **Airlink**

DAL TERMINAL A TERMINI



Grazie al nuovo servizio di Trenitalia e Atral, con un biglietto combinato viaggi tra l'Aeroporto di Ciampino e la stazione di Roma Termini rapidamente e senza traffico.

ATRAL



>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum



CITARO NU 12mt. 2p.

3 Bus Hub change

Upgrade of the waiting area and bus parking places with information monitors in the waiting area (overview of runs) and in the specific shelter of each bus parking place (departing bus)



4 Fast Track Enhancement

Improvement of the fast track service, separation from common checks by using separate pax-tracks



Main actions implemented | Year 2 of five-year period

5 Construction of a de-stress area



Construction of a de-stress area by installing wooden benches and covering the walls with film showing trees, as done for T3 East in Fiumicino, to improve the passenger experience and make the process of security checks and, in general, the time spent at the airport more pleasant

6 Introduction of baggage carts

Baggage Carts

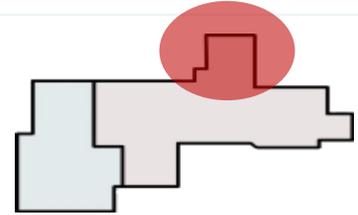
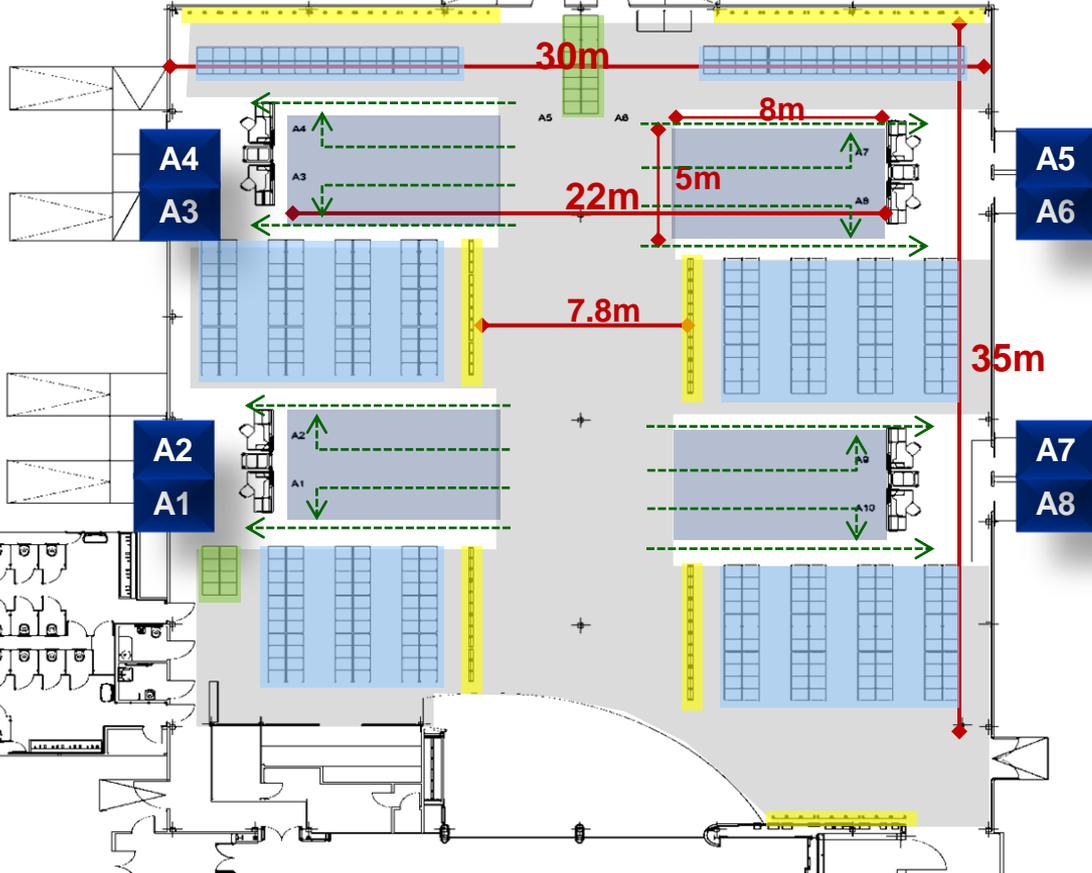


- Construction of baggage cart parking areas inside the car parks for passengers
- Improvement of identification signs

Main actions implemented | Year 2 of five-year period

7 New seats and charging stations (1/2)

Schengen departure area | A1-A10



Total number of seats = 508
of which:

- **Jump-Seats = 90**
- **Standard = 24**
- **Powered = 394**

Main actions implemented | Year 2 of five-year period

7 New seats and charging stations (2/2)

Powered Seats



Jump-Seats



Additional Charging Stations



Main actions implemented | Year 2 of five-year period

CIAMPINO



8 Improved layout of the accumulation and external gate areas

New layout of the passenger area for Gates B



New external layout for Gates A1 – A4



Main actions implemented | Year 2 of five-year period

CIAMPINO



9 Improved signage (1/2)



As part of the overall upgrading of the Ciampino airport, we have completed the replacement of the passenger signs that, as done at Fiumicino, was designed to improve passenger orientation and guidance to the various airport areas.

The project involved installation of BACKLIT INFORMATION PANELS managed by SOFTWARE for detecting any anomalies.



Main actions implemented | Year 2 of five-year period

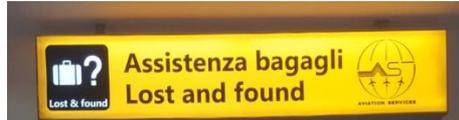
9 Improved signage (2/2)



Graphics update of 2 smoking points



Relocation sign units moved by wind and characterization of luggage racks



Lost&Found AS Graphics Update

RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

CIA IMPROVEMENT PLAN

ECONOMIC REGULATION AGREEMENT

Economic Regulation Agreement indicators:

FCO | Year 2 of five-year period: July 2018 – June 2019



No.	Quality Indicators	Unit of measurement	To	Weight	2-yr. goal 2 sub. (2018)	Jul 18 – Jun 19
1	Waiting time at hand baggage check	Waiting time in 90% of records	d	15%	04:18	0:03:20
2	Waiting time for first baggage claim	Waiting time in 90% of records	d	5%	26:55	0:17:40
3	Waiting time for last baggage claim	Waiting time in 90% of records	d	10%	35:15	0:31:12
4	Toilet cleanliness (perceived quality)	% satisfied pax	c	10%	86,1%	92,3%
5	Assistance provided to PRM (perceived quality)	% satisfied pax	c	10%	98,8%	100,0%
6	Pre-booked PRM service: waiting time to receive assistance from one of the designated points	Waiting time in 90% of records	d	10%	10:10	0:08:37
7	Waiting time in queue at the check-in	Waiting time in 90% of records	d	5%	10:20	0:09:47
8	Pre-booked PRM service: waiting time on board for disembarking (time after last passenger has disembarked)	Waiting time in 90% of records	d	7%	03:12	0:02:36
9	Wi-Fi connectivity within the terminal (perceived quality)	% satisfied pax	c	7%	78,0%	87,8%
10	Clear, understandable and effective internal signage	% satisfied pax	c	7%	87,6%	96,4%
11	Availability of information points/desks	TPHP/N* info points	d	7%	15,75	16,7
12	Seats availability in airside	TPHP/N* airside seats	d	7%	2,06	1,81

Exceeded the target of the summary indicator set at 3.4%

Economic Regulation Agreement indicators:

CIA | Year 2 of five-year period: July 2018 – June 2019



No	Quality Indicators	Unit of measurement	To	Weight	2-yr. goal 2 sub. (2018)	Jul 18 – Jun 19
1	Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	d	15%	05:11	4:10:00
2	Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	d	5%	19:50	13:58:00
3	Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	d	10%	25:40	0:25:47
4	Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	c	10%	80,3%	89,4%
5	Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	c	10%	98,5%	100,0%
6	Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	d	10%	12:30	2:19:00
7	Waiting time in check-in line (*)	Waiting time in 90% of cases	d	5%	19:05	17:11:00
8	Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	d	7%	02:58	2:50:00
9	Perception of overall comfort level in the terminal (*)	% satisfied pax	c	7%	76,3%	84,6%
10	Clear, understandable and efficient internal signs (*)	% satisfied pax	c	7%	88,5%	95,4%
11	Availability of operating info points (#)	TPHP/No. of info points	d	7%	28,75	31,7

Exceeded the target of the summary indicator set at 4.2%