

SERVICE CHARTER 2018



2018 SERVICE CHARTER

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TOSCANA AEROPORTI

Toscana Aeroporti S.p.A is the management company for Pisa and Firenze (Florence) airports. The company was founded on the 1st of June 2015 through the merger between two companies, AdF – Aeroporto di Firenze S.p.A and SAT - Società Aeroporto Toscano S.p.A.

Following the merger, an integrated airport management system was created with the aim of fully meeting the demand for flights in the region (currently only 50% of estimated demand is being met), and creating a gateway to Tuscany. This will be achieved via differentiation of services and continued growth via significant infrastructure investment across the two airports.

Over the long term, Toscana Aeroporti expects to connect with 130 world destinations through 45 airlines and 160 daily flights by 2029. Both airports will maintain their specific focus: Vespucci (Firenze) will continue to develop business and leisure traffic via full service carriers, connecting to main European hubs, while Galilei (Pisa) will prioritise tourist traffic with low cost airlines, cargo flights and developing inter-continental routes.

Tuscany is supported by one of the top airport systems in the country, transporting 7.9 million passengers, serving 97 destina-

tions with 38 airlines in 2017. The airport system is a key driving force for economic development in one of the most well-known and loved regions in the world.

Toscana Aeroporti is responsible for the following activities:

- Planning, implementation and maintenance of the airport infrastructure (runways, apron), terminals and other infrastructure used by passengers and operators
- Providing ground handling services to airlines: check-in, boarding and disembarkation, loading and unloading baggage, cargo and post, aircraft assistance (cleaning and other necessary activities while the aircraft is on the ground)
- Managing security checks of passengers and baggage (in both the hold and cabin)
- Business development (shops, restaurants etc.)
- Other airport services managed by third parties (tourist information, tax reclaim services etc.)

Firenze airport also provides ombudsman/conciliation services to resolve disputes between businesses and customers. These services utilise simple, straightforward procedures, reduce the timescales for resolving conflicts to a maximum of 60 days and reduce the costs involved.



1.1



1.2

OUR 2018 SERVICE CHARTER

Toscana Aeroporti's main objectives are to guarantee efficient and reliable services to passengers, to meet the needs of its stakeholders, and to interpret requirements and satisfy these fully and consistently. Guided by these objectives, Toscana Aeroporti has adopted international best practice as part of its commitment to corporate social responsibility, following the principles of equality, impartiality and anti-discrimination, incorporating health and safety, security, environmental and service quality concerns.

Toscana Aeroporti commits to continuously improving its performance and applies an integrated quality management system in line with UNI EN ISO 9001 standards, and a Workplace Health and Safety system in line with BS OHSAS 18001. Its Corporate Social Responsibility policy adheres to the requirements of the SA8000 standard, and its environmental management policy is in line with UNI EN ISO 14001.

Pisa Airport's Service Charter is published by Toscana Aeroporti as part of its quality management system to inform passengers about the quality of its services, in line with the Italian Transport Service Charter (DPCM 30.12.1998).



1.3

SERVICES AND USEFUL INFORMATIONS FOR PASSENGERS

All information about Toscana Aeroporti services is available on the company website at www.toscana-aeroporti.com in the Pisa Airport section. Details can also be found in the Guide to Services attached to this Service Charter.

We provide special assistance to disabled or mobility impaired passengers - the website contains useful information about these dedicated areas and services.

The airport has a wi-fi connection which is free for up to four hours. Airport users may connect to this network to view the Service Charter, Guide to Services and real time flight information.

Leaflets about Passenger Rights (in line with EU regulations 261/2004 and 1107/2006) are available throughout the terminal, as well as information on air travel in line with current regulations (for prohibited articles, Passengers with Reduced Mobility, passenger baggage, etc.)

The airport is open to the public every day from 04:00 until the arrival or departure of the last flight of the day. The airport has 5 large parking areas which are open 24 hours: short stay (P3), multi-storey (P2), two long-stay car parks (P1 and P4) and (at the east end of the terminal) parking for tourist coaches (P6). P2 and P3 parking are free for the first 10 minutes. P2 has reserved parking spaces for passengers with reduced mobility (PRM). All car parks are free for PRM with an appropriate disabled badge. For specific information on how to get to the airport, parking times and charges,

public services (including taxis, chauffeur services, car sharing schemes and car rental) please refer to the Guide to Services. For any other information, passengers may contact the airport directly on the following numbers:

Switchboard:

Tel: +39 050 849 111

Information office:

Tel: +39 050 849 300

INTEGRATED MANAGEMENT SYSTEM

As part of the overall integrated management system, the airport is committed to continuous improvement in the following areas:

QUALITY

- Pursuing continuous improvement of services to satisfy all customers;
- Ensuring efficiency through streamlining the company's processes and resources;
- Guaranteeing suitable and effective internal and external communications;
- Improving Toscana Aeroporti's visibility and image within the market;
- Rationalising and optimising airport concessions through managing the existing infrastructure effectively, identifying areas for expansion and infrastructure development to meet the needs of stakeholders.

HEALTH AND SAFETY

- Protecting the health and safety of all airport users including passengers, employees, contractors and third parties;

- Preventing accidents within its area of responsibility (airport site and related areas under ownership) as part of its role as Airport Operator and Handling Agent;
- Committing to acting fully in line with mandatory and non-mandatory regulations for health and safety within the airport site managed by Toscana Aeroporti;
- Promoting best practice and adherence to international standards and procedures to third parties operating at the airport to ensure the health and safety of all airport users;
- Committing to periodic performance reviews to improve results in terms of airport users' health and safety;
- Communicating the airport health and safety policies to all airport users including passengers, employees, contractors and third parties;
- Providing the relevant organisational health and safety information to all interested parties: the National Health Service (ASL), Fire Brigade (VV.FF) and the National Institute for the Prevention of Accidents (INAIL);
- Carrying out periodic revisions of the airport's commitments to continuously develop the organisation and its infrastructure.



1.4

CORPORATE RESPONSIBILITY

- Not utilising child labour or forced labour;
- Selecting, hiring, remunerating and managing employees without any form of discrimination;
- Ensuring a safe and healthy work environment at all times;
- Guaranteeing that working hours, disciplinary procedures and systems of remuneration are in adherence to the legislation in force, and that contracts are in line with union agreements and industry standards;
- Protecting the right of freedom of association and the right to collective bargaining;
- Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site;
- Aiming for continuous improvement in managing corporate responsibility, adhering to national legislation and other international norms and procedures as listed in SA8000.

ENVIRONMENTAL POLICY

Toscana Aeroporti is committed to observing the relevant applicable environmental legislation, preventing pollution, and continuously improving its environmental management system.

As part of its ISO 14001 certification, Pisa Airport uses an environmental management system to monitor environmental data, to avoid pollution and reduce the environmental impact of the airport infrastructure and activities on the surrounding area.

The main objective of the company as part of this policy is to protect the environment, minimising its impact through adopting the latest technology and optimizing use of resources.

The relocation process of the inhabitants of via Cariola (a small hamlet adjacent to the airport site) has been completed, with 41 out of 44 properties already relocated and 90% of the buildings demolished.

This process was implemented to eliminate the risk to the resident population, including environmental/noise pollution and other risks related to its close location to the runways, as laid out by the 2002 VIA (Environmental Impact Evaluation) Decree. The investment required to complete the relocation process amounts to 16.5 million euros, 3.5 million of which borne by Toscana Aeroporti.

In terms of energy savings, in 2017 the company increased its use of low-consumption

LED lighting in external areas (light towers) and internal areas, with works launched in 2017 continuing throughout the first few months of 2018. The company's activities to limit the use of finite or precious resources will be expanded in 2018, increasing the use of borehole water for the toilets and reducing overall fresh water consumption per passenger.

Toscana Aeroporti is committed to improving its waste management system, and to maintain and improve on its annual waste management performance indicators as agreed with Management. Pisa Airport has refuse points (on both Land Side and Air Side) to store and sort waste prior to processing, in line with legislation and requirements of the municipality.

The company's focus on environmental issues is relevant and applicable both to staff working at the airport (who are trained appropriately) and to external users. Since 2009, Pisa Airport has provided refuse bins to airport users with separate compartments for organic, plastic, and paper waste, and has increased their numbers in line with the increase in passenger traffic over the years. Since 2015, the company has monitored food and drink concessions operating on the airport site for compliance with Toscana Aeroporti's waste policy, requesting that all new contracts include an appropriate clause. Toscana Aeroporti also provides instructions for the use of its refuse points. All non-standard, dangerous and non-dangerous waste produced at the airport is managed in accordance with the relevant legislation.



1.5

QUALITY INDICATORS

The Service Charter includes a series of quality indicators applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and by analysing passenger perception of quality. The following pages present the 2017 results and the objectives for 2018 in terms of qualitative and quantitative indicators, as laid out in the Airport Operator Service Charter, and in the GEN-06 and GEN-02A circulars as per ENAC procedure. Toscana Aeroporti has defined its objectives based on levels of passenger satisfaction in the previous year, measured through interviews with a representative sample of arriving and departing passengers carried out by a research organisation at intervals throughout the year (more than 1800 passengers were interviewed in 2017). When creating objectives for 2018, it has been kept in mind that indicators with a percentage of 95% or over are considered "excellent results". As part of the continuous improvement in the quality of services offered by the airport operator, these results have been maintained or improved, using 95% as a target and benchmark of excellence. In light of the very good results achieved in 2017 for the indicators numbered 9, 13, 15, 20, 21, 23, 30, and 32, the 2018 objectives have been raised from the previous year, but not up to 95%. This is due to the decision to monitor several processes (check-in waiting times, passport control, wi-fi connectivity, shopping and/

or catering facilities, functioning and cleanliness of toilets) that may be negatively impacted by works to extend the airport terminal planned for 2018. Specifically, these works will include:

- An increase in the floor space available to passengers, to a total of 15,520 square metres available - 11,800m² on the ground floor and 3,720m² on the first floor, plus a further 800m² in the arrivals area on the ground floor and 600m² in the non-Schengen departures area
- Creating more airside seating - 148 seats in the new gate on the first floor
- A 12% increase in the number of toilets from 133 to 149 (16 new toilets)
- Introducing 5 e-gates, 3 in departures and 2 at arrivals.

New objectives were put in place for PRM indicators 1, 2, 3 and 4: 8 minutes waiting time for passengers who give prior notification of their presence at the airport, and 10 minutes waiting time for those who have not booked assistance (in 2017, the waiting time targets were 10 minutes and 15 minutes respectively for these indicators). These updated objectives reflect the improvement in response times for those needing special assistance to board, and the high percentage of these passengers who do not book assistance in advance.

These interviews focused on both Toscana Aeroporti services and services provided by other businesses operating at the airport. The 34 indicators are grouped into the following 9 factors as per the ENAC circular GEN-06:



2.1

2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

- Travel safety;
- Personal safety and safety of baggage/belongings;
- Punctuality of service (and transport/ vehicles where applicable);
- Cleanliness and hygiene;
- Level of comfort at the airport;
- Additional services;
- Customer information
- Checkpoint services (check-in, security, passport control);
- Integration/connection of public transport.

Through this quality control process, Toscana Aeroporti commits to:

- Establishing and publishing its service levels;
- Acting in pursuit of these levels;
- Consistently monitoring service levels;
- Informing customers of the results achieved by updating the Service Charter on an annual basis.

QUALITY FACTOR	No.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Travel safety	1	Overall perception of security checkpoint service for passengers and baggage	% of passengers satisfied	99.3	95.0
Safety of persons and belongings	2	Overall perception of the level of safety for persons and belongings in the airport	% of passengers satisfied	99.1	95.0
Punctuality of service (and vehicles where applicable)	3	Overall punctuality of flights	% of flights on time, total departing flights	78.7	79.0
Punctuality of service (and vehicles where applicable)	4	Overall number of misdirected baggage items (not loaded for departure)	No. of baggage items not loaded for departure per 1000 departing passengers	0.22	0.35
	5	Length of time to deliver 1st baggage item from the arrival time of the aircraft on stand	Time in minutes from aircraft arrival on stand to baggage reclaim in 90% of cases (data taken from IT systems)	18' 34"	20'
	6	Length of time to deliver last baggage item from the arrival time of the aircraft on stand	Time in minutes from arrival time on stand to baggage reclaim in 90% of cases (data from IT systems)	23' 39"	26'
	7	On board waiting time for disembarkation of first passenger	Waiting time in minutes from arrival at stand in 90% of cases	5' 33"	5'
	8	Overall perception of punctuality of airport services	% of passengers satisfied	99.5	95.0

QUALITY FACTOR	No.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Cleanliness and hygiene	9	Perception of the cleanliness and working order of toilets	% of passengers satisfied	96.1	94.0
	10	Perception of level of cleanliness in the terminal	% of passengers satisfied	99.2	95.0
Level of comfort at the airport	11	Perception of the availability of baggage trolleys	% of passengers satisfied	99.7	95.0
	12	Perception of the efficiency of passenger transport (e.g. escalators, lifts, people mover etc.)	% of passengers satisfied	98.6	96.0
	13	Perception of the efficiency of air conditioning	% of passengers satisfied	97.6	94.0
	14	Perception of the overall level of comfort in the terminal	% of passengers satisfied	99.4	95.0
Additional services	15	Perception of the wi-fi connection within the terminal	% of passengers satisfied	96.3	90.0
	16	Perception of the availability of locations to charge cell phones/ laptops in communal areas, where present	% of passengers satisfied	N/A	85.0
Additional services	17	Compatibility of bar opening hours with airport opening hours	% of passenger flights arriving/departing within bar opening times	100.0	100.0
	18	Perception of the suitability of the smoking area, where present	% of passengers satisfied	N/A	N/A
	19	Perception of the availability of free drinking water points, where present	% of passengers satisfied	N/A	N/A
	20	Perception of availability/ quality/prices of shops and newsagents	% of passengers satisfied	98.9	92.0
	21	Perception of availability/quality/prices of bars and restaurants	% of passengers satisfied	96.5	90.0
	22	Perception of the availability of drinks/ snacks machines, where present	% of passengers satisfied	99.9	95.0

2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	No.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Customer information	23	Up-to-date and easy to use website	% of passengers satisfied	95.1	93.0
	24	Perception of the efficiency of information points in operation	% of passengers satisfied	89.3	92.0
	25	Perception of the clarity and effectiveness of signage within the terminal	% of passengers satisfied	98.6	95.0
	26	Perception of staff professionalism (info points, security)	% of passengers satisfied	99.6	95.0
	27	Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, signage etc.)	% of passengers satisfied	99.1	95.0
Checkpoint services (check-in, security, passport control)	28	Perception of ticketing service	% of passengers satisfied	95.1	94.5
	29	Waiting time at check-in	Waiting time in minutes in 90% of cases	12' 38"	9' 30"
	30	Perception of waiting time at check-in	% of passengers satisfied	98.3	94.0
	31	Waiting time at security	Waiting time in minutes in 90% of cases	7' 22"	7'15"
Checkpoint services (check-in, security, passport control)	32	Perception of waiting time at passport control	% of passengers satisfied	98.4	93.0
Transport links	33	Perception of the clarity and effectiveness of external signage	% of passengers satisfied	99.3	95.0
	34	Perception of the transport links between the airport and the city	% of passengers satisfied	99.3	95.0

SPECIAL ASSISTANCE

INTRODUCTION

The EC Regulation 1107/2006 on the rights of passengers with reduced mobility (PRM) travelling by air is based on the principle that these passengers have the same rights as non-disabled passengers – the right to free movement, freedom of choice and non-discrimination. It stipulates that disabled persons and persons with reduced mobility (whether due to a disability or other factors) can travel by air in the same or similar conditions as other passengers, without being excluded on the basis of their disability or physical condition, except for reasons which are justified on the grounds of safety and prescribed by law. The Regulation respects the fundamental rights of the European Union and observes the principles outlined in its Charter of fundamental rights.

Assistance to PRM should be carried out at no additional cost to the passenger by appropriately trained staff, with suitable equipment and methods of transport inside the airport terminal and around the aircraft. The airport infrastructure must have dedicated spaces and methods to facilitate movement and communication within the terminal.

Toscana Aeroporti provides a complete and connected assistance service at Pisa Airport, using a company specializing in assistance services.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) DISABILITY CODES

- WCHR (Wheel Chair Ramp): Passenger able to walk by him/herself inside the plane as well as walk up and down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport;
- WCHS (Wheel Chair Stair): Passenger able to walk by him/herself inside the plane, but who cannot walk up or down stairs and who requires a wheelchair or other means of transport to move inside the airport;
- WCHC (Wheel Chair Completely): Immobilized passenger requiring a wheelchair to move about and assistance from the time of arrival in the airport until the end of the flight, as well as to exit from the airport;
- DEAF: Passenger with hearing disability or hearing and speaking disability;
- BLIND: Passenger with visual impairment;
- DEAF/BLIND: Passenger with visual and hearing disability who requires the assistance of an accompanying person to move around;
- STCR: Passenger who can only be transported on a stretcher;
- MEDA: Passenger who requires medical assistance;
- MAAS: All other passengers in need of special help not covered by other points listed;
- DPNA: Passenger with intellectual or developmental disability requiring assistance.

DEDICATED SERVICES FOR DISABLED OR REDUCED MOBILITY PASSENGERS (PRM)

In line with European regulation 1107/06



2.2

(in force since 26 July 2008) and the relevant ENAC Circulars, Toscana Aeroporti has improved its assistance to disabled or reduced mobility passengers (PRM) at Pisa Airport. The European regulation 1107/06 defines a person with a disability or a person with reduced mobility (PRM) as "any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers".

SERVICES AVAILABLE IN THE TERMINAL

Galilei (Pisa) Airport provides dedicated facilities to disabled or reduced mobility passengers:

- Reserved disabled parking: there are reserved spaces available for PRM in the car parks near the passenger terminal. The reduced mobility passenger may also choose to park their vehicle in any other available space in the car park, displaying the appropriate disabled badge. If the vehicle has Telepass equipment, we suggest that PRM users avoid using the Telepass entrances, or that they remove/shield the Telepass equipment (taking a regular ticket upon entrance to the car park) to ensure they are not charged automatically. The disabled badge holder should show this ticket at the parking payment point (open every day from 07:30 until 24:00)

together with an ID document and their boarding pass to allow them to leave the parking area free of charge. Outside these hours, this ticket may be requested by emailing qualita.ambiemnte@toscana-aeroporti.com at least two days before check-in.

- Call points to request special assistance, located close to the main access points to the terminal (Pisa Mover, taxi, bus, P2 Car Park). It is also possible to request assistance directly from staff at the check-in desks (or from the Information Office inside the terminal).
- Disabled toilets: the location of these toilets is indicated on both braille maps and on airport information signs
- Tactile paving for blind or visually impaired users, beginning from the pavement around the call points and continuing inside the terminal leading to all the main services (ticket office, check-in desks and security checkpoints)
- Braille/tactile maps showing location of services inside the terminal
- Ramps and lifts (with Braille labelling on lift buttons) to reach the first floor
- Wheelchairs to facilitate moving around the terminal, to be used with the help of dedicated staff;
- Dedicated seating throughout various areas of the terminal with signage indicating "PRM priority";
- Alternative routes through security (to enable passengers with pacemakers and wheelchairs to carry out these checks);
- Elevating platform to enable aircraft boarding for wheelchair passengers.

It is also possible to board electric whe-

elchairs belonging to disabled or reduced mobility passengers as hold luggage (except for those with wet-cell batteries). If a wheelchair is damaged in the hold during the flight, passengers may hire a wheelchair free of charge provided by the airport upon request at the ticket office. A deposit is required, which will be returned to the passenger upon return of the wheelchair (once it has been checked).

ASSISTANCE SERVICE AT THE AIRPORT

Reduced mobility passengers should request assistance from their airline/travel agent/tour operator (with whom they have organized their travel) at least 48 hours before their flight and should present themselves for check-in two hours before departure. Waiting times for the assistance service (upon departure and arrival) are indicated in the relevant regulations. If assistance is not booked (or is booked late), Toscana Aeroporti will still guarantee the same assistance service (as long as suitable seats are available on board the flight). In this case, waiting times may be longer.

At departure - staff are available at the airport to personally accompany passengers during the pre-boarding procedures, from the moment of arrival at check-in (or other designated area), through customs, security and during any potential periods of waiting, and boarding the aircraft (including via elevating platform).

At arrival - staff are available at the airport to accompany passengers during all the procedures following arrival at the airport,

from the moment of disembarkation (via elevating platform) to baggage reclaim, and from customs to their ongoing transport at the arrivals area of the passenger terminal (or designated area).

Staff are committed to meeting every reasonable request from passengers, to offer a complete, continuous and efficient service throughout the boarding/disembarkation process within the terminal.

DISABLED MINORS

Minors with disabilities or reduced mobility will be provided with assistance as all other PRM. Procedures for unaccompanied minors will be put into action where necessary, in line with the passenger's requirements as verified by check-in (or other) airport staff.

COURTESY AREA

On the ground floor of the passenger terminal, Toscana Aeroporti have provided an area where reduced mobility passengers (either arriving or departing) may wait in a dedicated area with a more private and relaxed atmosphere.

FIRST AID

An airport medical emergency service is in operation from 04:00 until the arrival of the last flight of the day, situated inside the passenger terminal next to the Information Office and Left Luggage desk.

ARCHITECTURAL BARRIERS

All areas of the airport are accessible, free from architectural barriers, and equipped with wheelchair-accessible ramps and lifts in various points.

EMERGENCY EVACUATION

In emergency situations, assistance personnel will provide the necessary help to evacuate all or part of the terminal. Evacuation from the upper floors, in case the lifts are out of use, is provided via the "Evac-Chair" which allows use of the stairs. Assistance staff are familiar with the evacuation routes and the location of the emergency exits at all the airport buildings in line with instructions in the Internal Emergency Plan.

QUALITY INDICATORS FOR PRM SERVICES: SIX FACTORS

- Efficiency of assistance services
- Safety of the person concerned
- In-airport information
- Communication with passengers
- In-airport comfort
- Conduct/behaviour

QUALITY FACTOR	No.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Efficiency of assistance services	1	For departing PRM where prior notification has been given: Waiting time to receive assistance from designated points in the airport (where pre-notified)	Waiting time in minutes in 90% of cases	7' 42"	8'
	2	For departing PRM where prior notification has not been given: Waiting time to receive assistance from one of the airport's designated points, once they have advised on their presence	Waiting time in minutes in 90% of cases	8' 37"	10'
	3	For arriving PRM where prior notification has been given: Waiting time on-board for the PRM to disembark the aircraft after the last passenger has disembarked	Waiting time in minutes in 90% of cases	3' 13"	8'
	4	For arriving PRM where prior notification has not been given: Waiting time on-board for the PRM to disembark the aircraft after the last passenger has disembarked	Waiting time in minutes in 90% of cases	7' 03"	10'
Safety of the person concerned	5	Perception of the condition and functionality of the vehicles/equipment provided	% of PRM satisfied	100.0	95.0
	6	Perception of the training and competence of staff	% of PRM satisfied	100.0	95.0

3. SECTION III - COMMUNICATION: SUGGESTIONS AND COMPLAINT

QUALITY FACTOR	No.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
In-airport information	7	Accessibility: amount of essential information accessible to visually impaired, hearing impaired or reduced mobility passengers in relation to the total amount of essential information	% of essential information which is fully accessible in relation to the total amount of information	97.0	95.0
In-airport information	8	Completeness: information and instructions about services offered in accessible format	% of information/ instructions about services offered in accessible format in relation to the total	100.0	100.0
	9	Perception of the effectiveness and accessibility of in-airport information, communications and signage	% of PRM satisfied	99.7	95.0
Communication with passengers	10	Number of responses given within the agreed timescales compared with the total number of requests for information	% of responses given within the agreed timescales in relation to the total number of requests for information	100.0	95.0
	11	Number of complaints received as proportion of total PRM traffic	% of complaints received as proportion of total PRM traffic\	0	0.02
In-airport comfort	12	Perception of effectiveness of PRM assistance	% of PRM satisfied	100.0	95.0
	13	Perception of the accessibility and usability of the airport infrastructure: parking, call points, courtesy areas, toilets etc.	% of PRM satisfied	100.0	95.0
	14	Perception of dedicated waiting areas (or rooms) for PRM	% of PRM satisfied	99.3	95.0
Conduct/behaviour	15	Perception of politeness of staff (info points, security, special assistance staff)	% of PRM satisfied	99.7	95.0
	16	Perception of professionalism of special assistance staff	% of PRM satisfied	100.0	95.0

Pisa Airport has implemented a system to receive and reply to requests, suggestions and complaints from passengers and other customers in line with Toscana Aeroporti's integrated management system for quality assurance. All communications are given careful attention by company management.

Toscana Aeroporti has provided the following ways of contacting Pisa Airport:

- Via the suggestions/complaints form available in the Guide to Services, to be sent by post to Toscana Aeroporti S.p.A, Piazzale d'Ascanio 1 – 56121 Pisa, or by email to qualita.ambiente@toscana-aeroporti.com
- Via the online form under the 'Contact Us' section of the website
- Via the online form under the 'Company-Quality-Comments and Suggestions' section of the website

Toscana Aeroporti will reply to clients who have left their contact details within 30 days of their initial communication.

With the aim of increasing the speed and effectiveness of verifying facts and providing responses, passengers are encouraged to provide a detailed account of events and copies of all documents relating to the communication (e.g. copies of

air tickets, receipts etc.)

Each complaint will be dealt with individually by the appropriate Toscana Aeroporti office. After appropriate investigation, in cases where the managing company is found to be responsible, the right to compensation will be assessed on a case-by-case basis, including the amount and nature of compensation, taking any relevant insurance cover or airline involvement into account.

With the aim of executing timely service quality control, Toscana Aeroporti will periodically provide summary reports of complaints received, listed by type and expanded to provide the most significant details.

Passenger complaints relating to the violation of the Passenger Rights Charter should be forwarded directly to the airline with whom they have the transport contract.

Complaints about services provided by third parties will be forwarded by Toscana Aeroporti to the appropriate recipients. Toscana Aeroporti will monitor this process to guarantee a response for the passenger making the complaint.

In the case of criminal offences (for example theft or personal injury), Airport Police should be contacted.

GETTING TO THE AIRPORT

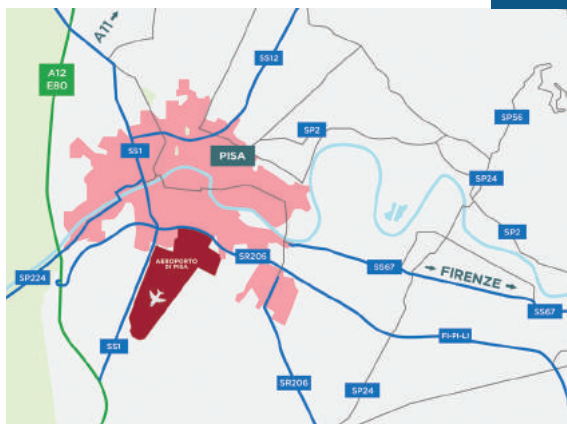
Located near the coast and only 1km from the centre of Pisa, the airport is directly connected to the national motorway network and to European cargo transport networks. A large range of transport options are available at the airport: buses to and from the main destinations in Tuscany (with direct connections to Firenze, Siena, Lucca, Pietrasanta and Viareggio) and taxi services. There is also a sustainable transport bike sharing service ("CicloPi") in operation at the airport.

BY CAR

The airport is connected to the Tuscany motorway network. It has direct access to the Firenze-Pisa-Livorno highway (via the Pisa Centro-Aeroporto exit), the A12 Genova – Rosignano motorway (Pisa Centro exit), the A11 Firenze-Pisa Nord motorway (via the Pisa Nord/A12 interchange) and the SS1 Aurelia trunk road. Traffic normally flows well on all these road networks.

BY TRAIN

Pisa Airport is around 1km away from Pisa Centrale railway station, with connections to all national rail network destinations. The Pisa Mover shuttle has been in operation since the beginning of 2017, providing services between the Airport and Pisa Centrale station every 5-8 minutes. For information about rail connections and to purchase tickets, visit www.trenitalia.com. It is possible to buy train tickets



from the Information Office in the arrivals hall at Pisa Airport (open every day).

Pisa Mover tickets for the Pisa Centrale train station may be purchased from the automatic machines before boarding. The shuttle is in operation to and from Pisa Centrale between 6.00am and midnight.

TAXI

The taxi service is managed by CO.TA.PI. – Cooperativa Pisana Tassisti (Pisa Taxi Cooperative). Taxis are available in front of the terminal exit on the arrivals side. Taxi services are available to book 24/7 calling the number +39 050 541600. For further information and booking visit www.cotapi.it

CHAUFFEUR SERVICES

Parking for chauffeured car hire services is in front of the arrivals exit. To book car hire services with a driver, contact the following companies:



Pisa Shuttle (new online booking service)

Website: www.pbapisa.it

Email: info@pbapisa.it

Limousine Oritour (in arrivals at the terminal)

Tel: 050 21544 or 331 4698100.

Website: www.limousineoritour.it

Email: info@limousineoritour.it

BUS SERVICES TO/FROM OTHER CITIES IN TUSCANY

To/from Firenze:

You can take a bus from Pisa Airport directly to Firenze (Santa Maria Novella sta-

tion or Airport), Siena, Lucca, Viareggio and Pietrasanta. Tickets for the various operators are also available from the Information Office in the arrivals hall at Pisa Airport.

CAR HIRE

Car hire services are located 500 metres from the passenger terminal, connected by shuttle bus. The shuttle departs from the area just outside the Arrivals area of the passenger terminal. You can also get there on foot in around 5 minutes. There will be at least one car hire company available to provide a service to passengers arriving on the last flight of the day.

CAR HIRE COMPANIES

AUTO EUROPA / SICILY BY CAR

Tel: 050 506883



AVIS

Tel: 050 42028



EUROPCAR

Tel: 050 41081



HERTZ

Tel: 050 43220



LOCAUTO / ENTERPRISE

Tel: 050 24347



MAGGIORE

Tel: 050 42574

**LIBERTY RENTALS**

Tel: 050 48088

**WIN RENT**

Tel: 050 28101

**GOLDCAR**

Tel: 050 2200061

**FIREFLY**

Tel: 338 4511294

**SIXT**

Tel: 199 291929

**INTER RENT**

Tel: 337 1242010

**CICLOPI-PISA**

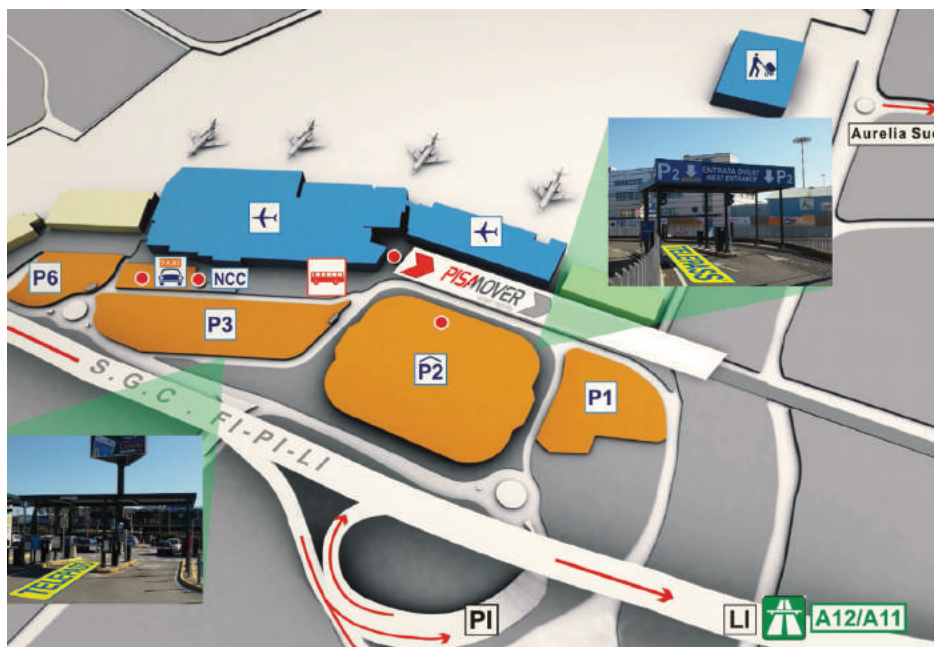
The bike-sharing pick-up point is located close to P3 parking in front of the passenger terminal.

For information and prices visit: www.ciclopi.eu

AIRPORT PARKING

Pisa Airport provides over 3,000 parking spaces. To find the best solution for the length of your stay, visit www.toscana-aeroporti.com (information and prices in the Pisa Airport section).

Park your vehicle, take a ticket at the entrance barrier, and keep it until you return. You can pay for your parking at one of the 7 automatic machines (open 24 hours), or at the manned payment desk, open every day from 07:30 until 24:00.



P1

This parking area is located on the WEST side of the airport, 200 metres from the passenger terminal. There are 170 spaces available, providing good value for money for passengers parking for several days.

P2 – MULTI STOREY

Located a few steps from the terminal with 1,100 parking spaces across three levels.

P3 – SHORT STAY

Offering free parking for the first 10 mi-

nutes, P3 is located directly in front of the terminal and is suitable for passenger pick up/drop off, or for making shop purchases.

P4 - LOW COST

Online booking available

This parking area is 900 metres from the terminal, connected by a free shuttle bus (guaranteed three times an hour) from 05:00 until the arrival/departure of the last flight of the day.

More info: www.toscana-aeroporti.com

IN-AIRPORT INFORMATION

INFORMATION OFFICE

You can get information about departing and arriving flights from the Information desk in arrivals. The office is open every day from 07:00 until 23:00, and from May 2018 will be open from 04:00 until 00:30. Tel: 050 849300.

WEBSITE

www.toscana-aeroporti.com

PISA AIRPORT FREE WI-FI

Free Wi-fi is available throughout the passenger terminal for up to 240 minutes. To access the internet or download email,

enable the wireless network search option on your wi-fi enabled device and connect to "Airport-Free-Wifi".

TOSCANA AEROPORTI APP (DOWNLOADABLE FROM PLAY STORE AND APPLE STORE)

In 2017, the official Toscana Aeroporti app was launched, available on Android and iOS devices. The app provides information about Pisa and Firenze airports, including:

- Real-time arrivals/departures information;
- Transport information to and from the airport;
- Information about services, shops and catering;
- Airport and flight news.

AIRPORT SERVICES

AIR TRAVEL TICKET OFFICE

The ticket office is open every day from 05:00 to 20:00 (including Sundays and public holidays) in the Check-in A and Check-in B areas of the passenger terminal. There are also ticket offices for Qatar Airways and Turkish Airlines with opening times in line with flight operations.

LOST LUGGAGE

Ground floor, arrivals.

The baggage reclaim desk is open every day (including Sundays and public holidays) from 09:00 until 21:00.

- 24 hour lost luggage helpline: 050 849400;

- You can also trace your luggage reclaim process in real time (if you flew with an airline that uses the World Tracer service).

LEFT LUGGAGE

There is a left luggage service available at the Information Office. You can drop off luggage from 09:00 until 19:00 every day and collect it between 08:00 and 20:00 (including Sundays and public holidays). The daily charge for each piece of left luggage is 7€. For information about this service, call +39 050 849300.

LOST PROPERTY

The Airport Pass and Lost Property office is located on the first floor of the passenger terminal and is open from Monday to

Friday (excluding public holidays) from 08:00 to 18:00.

Tel +39 050-849538

Fax. +39 050-916050

Email: Ufficio.Permissi.PSA@toscana-aeroporti.com

COURTESY AREA

There is a dedicated room in the airport for reduced-mobility passengers, pregnant women and/or those with young children, for particularly long waiting times or upon passenger request.

BAGGAGE WRAPPING

This service is located in the Check-in A

area, operated by sector leader TrueStar Securebag.

Info: www.truestargroup.com

BAGGAGE TROLLEY SERVICE

There are 290 baggage trolleys available in the airport. The cost of hiring a trolley is €2.

VIP SERVICE - GALILEI VIP ROOM

Tel: +39 050 849 473

BUSINESS CENTER

Tel: +39 050 849202

VIP ASSISTANCE

Tel: +39 055 3061704

CARGO

Tel. +39 050 849 350



5

OTHER SERVICES

AIRPORT FIRST AID

Open every day, including Sundays and public holidays, the airport medical service is located on the ground floor of the terminal and is available during all airport opening hours.

FACILITIES FOR BABY CHANGING

The airport has 14 toilets with facilities for baby changing. For pregnant women and/or those with young children, access to a courtesy area (located on the ground floor of the terminal) is available upon request, or in case of prolonged waiting times.

11 FOOD AND DRINK OUTLETS

Food and beverages are available from outlets across the airport. For information and contact numbers see www.toscana-aeroporti.com

in the Pisa Airport section or download the free Pisa Airport app.

SNACK VENDING MACHINES

There are several automatic snack and drink dispensers across the airport (check-in, arrivals, departure gates, parking and the car hire shuttle bus stop).

BANK

There is a bank on the first floor of the terminal open from Monday to Friday (excluding public holidays) from 08:35 to 16:30. Info: +39 050 41288

CASH MACHINES

There is 1 ATM (Automatic Teller Machine) on the ground floor and one on the first floor of the terminal.

CURRENCY EXCHANGE

Operated by ForexChange, passengers

can buy and sell currency, purchase travellers cheques, receive cash advances on credit and debit cards, send money, request IVA (value added tax) rebates, top up phones and buy phone cards. ForexChange has three desks throughout the terminal, both before and after security.

Info and currency booking:
www.forexchange.it

RETAIL AREA

The airport retail area has many shops and outlets, many of which are landside and

accessible to visitors not taking a flight.

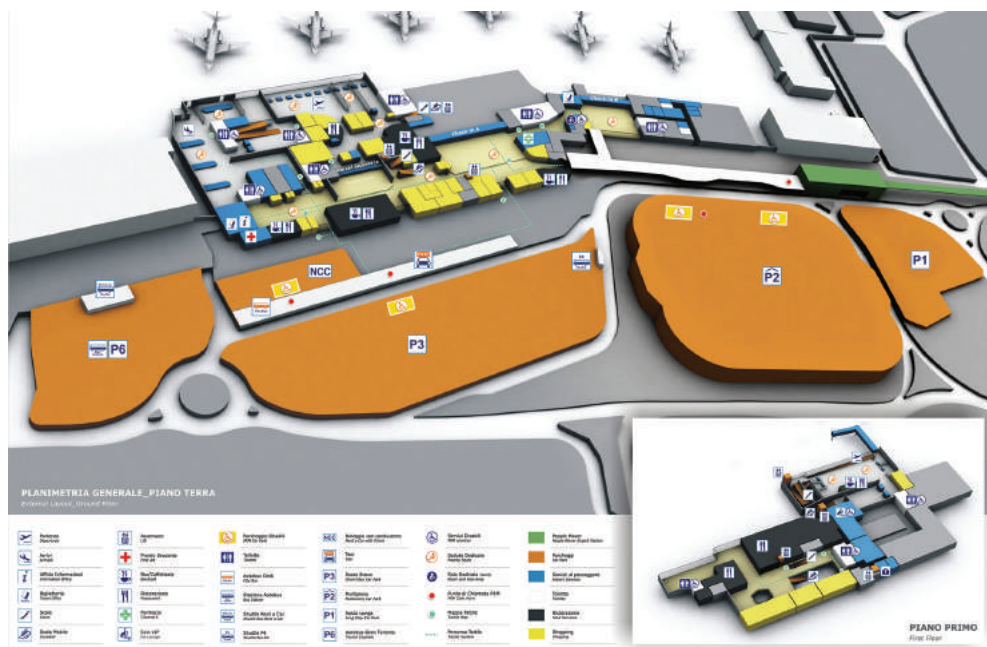
For information about airport shops, check the website or download the official Pisa Airport app.

The retail also has the following:

- Chemist
- Unisex hairdresser
- Dance school and fitness centre

CHAPEL

The Catholic chapel, on the first floor of the terminal, is open every day from 07:00 until 20:00.



TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

The airport is open to the public every day from 04:00 until the arrival or departure of the last flight of the day. We suggest arriving at check-in with plenty of time to spare (as a general rule, at least 2 hours before scheduled departure) as per the instructions from the relevant airline.

TRAVEL DOCUMENTS

All passengers must be in possession of valid identification documents suitable for travel (passport or identity card), according to the regulations of the destination country.

It is the responsibility of every passenger to:

- Find out what kind of ID document is required for their destination
- Ensure that their ID document is valid and not damaged/defaced
- Ensure that they can display this document when they travel

TRAVELLING WITH CHILDREN UNDER 18

From 27 June 2012, legislation came into force stipulating that minors can no longer travel on one of their parents' passports. From this date, minors can only travel within and beyond Europe with a valid, individual ID document. Passports which feature details of minors remain valid for the holder until their normal expiry date. All Italian citizens under 18 must be in possession of an individual, valid ID document appropriate for travel to their destination – either a passport or a valid ID card for travel within the EU.

UNACCOMPANIED MINORS

Minors travelling unaccompanied are subject to rules and restrictions outlined by individual airlines. For further information, see the website of the relevant airline.

UNACCOMPANIED MINORS UNDER 14

From the 4 June 2014, there are new procedures for minors under 14 travelling unaccompanied. In these cases, a parent or guardian responsible for the minor must sign a consent form provided by the area Police headquarters. The regulations require either a signed hard copy of the form, or the details of any relevant accompanying person on the minor's passport.

For further information see the Italian State Police website. Before booking, parents/guardians should check whether the airline in question accept unaccompanied minors under 14.

HAND BAGGAGE AND SECURITY MEASURES FOR PASSENGERS

Each passenger may bring one piece of hand baggage on board. Weight restrictions vary according to individual airlines. Based on ENAC guidelines, the total size (length) of hand baggage should not exceed 115cm. It is forbidden to carry prohibited articles in hand baggage as per the regulations stipulated in Appendix 4-C of EU Regulation 185/2010, and as described in the National Security Plan. It is prohibited to divide hand baggage, and to carry objects, packages and hold baggage for other people. For further information see www.enac.gov.it.



CHECKED-IN BAGGAGE

Checked-in baggage are pieces of luggage which the passenger presents at check-in to be placed in the aircraft hold. The permitted size of checked-in baggage (as per hand baggage) depends on each individual airline's regulations. If baggage exceeds these maximum dimensions, an additional fee may need to be paid. We suggest contacting the airline directly for more information.

For safety reasons, no single piece of baggage must exceed 32kg.

TRANSPORTING ANIMALS

Pets brought into the airport must be kept on a lead and dogs should have a muzzle. Alternatively, they should be kept inside a suitable carrier.

Passengers should note that every airline has different regulations about transporting animals. For further, detailed information, see the official websites of the relevant airline.

Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the airline and airport of arrival.

The number of animals allowed on each aircraft is limited, and check-in staff should check the necessary travel documents, confirm bookings for all sections of the journey to the final destination, and deal with payments due for the service.

These restrictions are not applicable to guide dogs, hearing dogs or emotional support animals (ESAs).

Don't forget to bring the animal's health documents, vaccine records and any certifica-

tion required from the destination country. It is obligatory for passengers in charge of pets to bring everything they need to clean up/remove any animal excrement.

PASSENGER HEALTH, CUSTOMS AND SAFETY PROCEDURES

For details of the main regulations and procedures in force, passengers should refer to the relevant government websites (Customs and Monopolies Agencies, State Police and Ministry of Health).

We recommend the website www.viaggiare-sicuri.it for appropriate advice and precautions for each travel destination. For information about customs, see www.agenziadoganemonopoli.gov.it to read the Traveller's Customs Charter. For travel health advice, see the USMAF section of the Ministry of Health website www.salute.gov.it.

For information about transporting plants or animals, check the CITES section within Citizen services on the Carabinieri (military police) website www.carabinieri.it.

For information about documents required for travel, visit the "La Polizia di Frontiera" (Border Police) section on the website www.poliziadistato.it.

USEFUL CONTACT NUMBERS

ENAC – Airport Management
+39 050 40132 / 44325

BORDER POLICE
+39 050 931 711

REVENUE PROTECTION SERVICE
+39 050 49574

AIR HEALTH OFFICE
+ 39 050 43076

AIRPORT FIRST AID/EMERGENCY
MEDICAL SERVICE
+39 050 849 647/533

CUSTOMS
+ 39 055 7366707

FIRE SERVICE
+ 39 050 502034

AIRLINES

Listed below are the airlines operating at Pisa Airport.

AEGEAN AIRLINES

INFO/BOOKING

Tel: + 39 069 7150532-33



AER LINGUS

INFO/BOOKING

Tel: + 39 02 43458326



AIR DOLOMITI

INFO/BOOKING

Tel: 045 2886140*

(*Calls charged at a specific rate)



ALITALIA

INFO/BOOKING

Tel: +39 802010*

(*Calls charged at a specific rate)



BLUE PANORAMA

INFO/BOOKING

Tel: +39 06 98956666*

(*Calls charged at a specific rate)



BRITISH AIRWAYS

INFO/BOOKING

Tel: +39 02 69633602*

(*Calls charged at a specific rate)



CZECH AIRLINES

INFO/BOOKING

Tel: +39 068 336 4696

(Call centre 420 239 007 007)



EASYJET

INFO/BOOKING

Tel: 199 201840 / 899 678 990*

(*Calls charged at a specific rate)



FLY ERNEST

INFO/BOOKING

Tel: (+39) 02 897 30 660 / Italy

(+355 (0)44 810 810 / Albany

(*Calls charged at a specific rate)



FINNAIR

INFO/BOOKING

Tel: +39 199 4000 99



GERMANWINGS/EUROWINGS

INFO/BOOKING

Tel: 199 257 013*

(*Calls charged at a specific rate)



JET2.COM

INFO/BOOKING

Tel: 199 404 023*

(*Calls charged at a specific rate)


Jet2.com
 The low cost airline
LUFTHANSA

INFO/BOOKING

Tel: 199 400 044*

(*Calls charged at a specific rate)

**NORWEGIAN AIR SHUTTLE**

INFO/BOOKING

Tel: 0047 21490015*

(*Calls charged at a specific rate)

**POBEDA**

INFO/BOOKING

Tel: +7 (499) 215-2300*

(*Calls charged at a specific rate)

**QATAR AIRWAYS**

INFO/BOOKING

Tel: +39 02 6797 6000

**RYANAIR**

INFO/BOOKING

Tel: 8955895509 / Italy*

(*Calls charged at a specific rate)



S7 AIRLINES

INFO/BOOKING

Tel: +7 495 783 0707*

(*Calls charged at a specific rate)



SCANDINAVIAN AIRLINES

INFO/BOOKING

Tel: 199 259 104*

(*Calls charged at a specific rate)



TRANSAVIA

INFO/BOOKING

Tel: 899 009901*

(*Calls charged at a specific rate)



TURKISH AIRLINES

INFO/BOOKING

Tel: +39 051 3764222



VOLOTEA

INFO/BOOKING

Tel: 895 895 4404*

(*Calls charged at a specific rate)



VUELING

INFO/BOOKING

Tel: 895 895 3333*

(*Calls charged at a specific rate)



WIZZ AIR

INFO/BOOKING

Tel: 895 895 4416*

(*Calls charged at a specific rate)



FORMS FOR SUGGESTIONS OR COMPLAINTS

Dear customer,

Thank you for contacting us. Your feedback helps us to identify ways to improve our service.

Please complete the form below.

Which airport are you contacting us about:

- ☐ FIRENZE AIRPORT
- ☐ PISA AIRPORT

Please tick to indicate the reason for contacting us:

- ☐ COMPLAINT
- ☐ SUGGESTION

Please indicate which service your complaint/suggestion is related to:

- ☐ Check-in/Boarding
- ☐ Level of comfort in the airport
- ☐ Security
- ☐ Cleanliness and toilets
- ☐ Lost property
- ☐ Airport operations
- ☐ Bar/Restaurant services
- ☐ Safety of persons and belongings
- ☐ Shops
- ☐ Environmental/social issues
- ☐ Transport to/from the airport
- ☐ Parking
- ☐ Services for Passengers with Reduced Mobility
- ☐ Customer information
- ☐ VIP room
- ☐ Airlines
- ☐ Car Rental

Personal Details:
NAME/SURNAME

ADDRESS

CITY/COUNTRY

TELEPHONE

E-MAIL

Please describe the nature of your complaint/suggestion:

I agree to the terms and conditions of the processing of personal data in line with article 7 of Legislative Decree 196/03.

DATE AND SIGNATURE

Please send the completed form back to us via any of the following:

EMAIL:

Qualita.ambiente@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.

FIRENZE AIRPORT:

Aeroporto Amerigo Vespucci, Via del Termine 11, 50127, Firenze

PISA AIRPORT:

Aeroporto Galileo Galilei, Piazzale D'Ascanio 1, 56121, Pisa



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Switchboard

Tel. 050.849.111

Address

Aeroporto di Pisa S.p.A.
Piazzale D'ascanio, 1, 56121 - Pisa

Website

www.toscana-aeroporti.com