

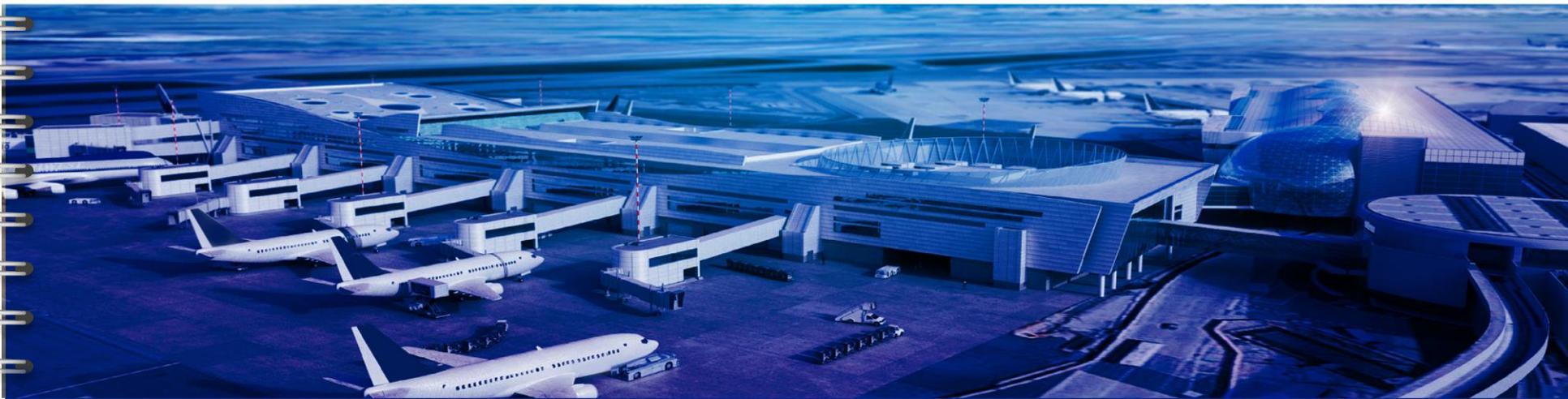


Annual quality indicators and action plan

Results and improvement plan (H2 2019–H1 2020)

ENAC–ADR Economic Regulation Agreement

Consultations with the users



AGENDA

RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

COVID-19 CONTINGENCY

CIA IMPROVEMENT PLAN

FINAL BALANCE of ECONOMIC REGULATION AGREEMENT

International Awards



"Airport Service Quality" ASQ

Airport Council International, the international association of civil airport operators established in 1991 which, through direct interviews with passengers, assesses the quality of services provided in over 350 airports around the world, has awarded for the third consecutive year (2017-2018-2019) the "**Airport Service Quality Award**" to the Leonardo Da Vinci airport in the category of European airports with more than 40 million pax, thanks to a record score of 4.47 (scale from 1 to 5 – excellent)



ACI Europe Best Airport Award

The Leonardo da Vinci Airport also received the important international "**Best Airport Award**" 2018 from ACI Europe following the assessment of a panel of leading independent aviation experts, including representatives of the European Commission, EUROCONTROL and the European Civil Aviation Conference (ECAC). Fiumicino came first in the "Passengers above 25 million" category, which the main 20 airports monitored in Europe by ACI belong to. In 2019, 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.



**BEST AIRPORT AWARDS
WINNER**

4-Stars Rating Skytrax

During 2017 ADR joined "**World Airport Rating**" programme by **Skytrax**, the international air transport rating organization, following an audit that gave Fiumicino airport a 4-star rating (on a scale from 1 to 5). In May 2019, following the audit conducted by Skytrax, the Leonardo da Vinci was again awarded the "**4 Skytrax stars**". Moreover, following the results obtained in 2017 as part of the "World Airport Survey" conducted by Skytrax, Fiumicino Airport was awarded the prestigious "**World's Most Improved Airport**" award.



WORLD'S MOST IMPROVED AIRPORT

ACI Survey "Airport Service Quality": KPI "Overall Satisfaction"

European Airports > 40 million Pax – 2008-2019 FY period

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



With a record annual passenger satisfaction index score of 4.47, for the third consecutive year ACI has confirmed Fiumicino's ranking at the top of the European Union's hubs 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 concern the January-April period.

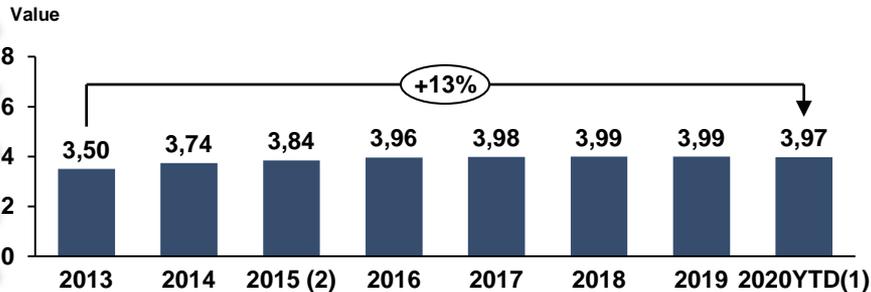
(2) Cluster changes > 40M Pax: APT 4 entered starting from 1QTR 2016; APT 5 entered starting from 2QTR 2017; APT 1 entered starting from 1QTR 2018.

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

Fiumicino airport; 2013–2020 period YTD⁽¹⁾

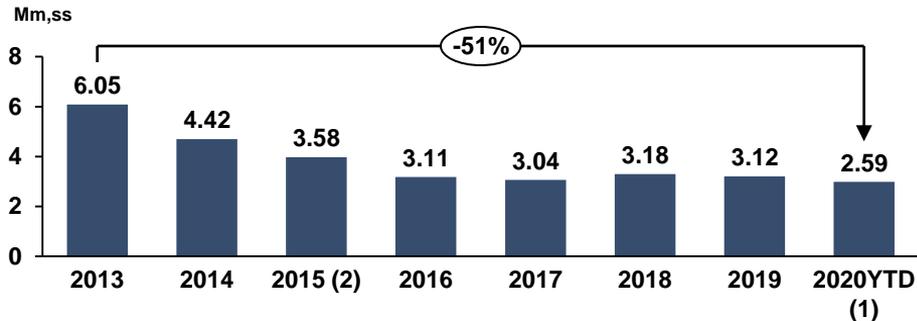
Cleanliness level of toilet facilities

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



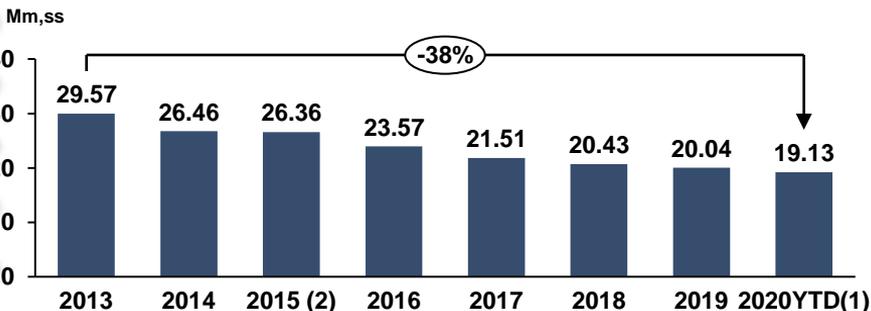
Security Checks

Waiting time (90% of cases)



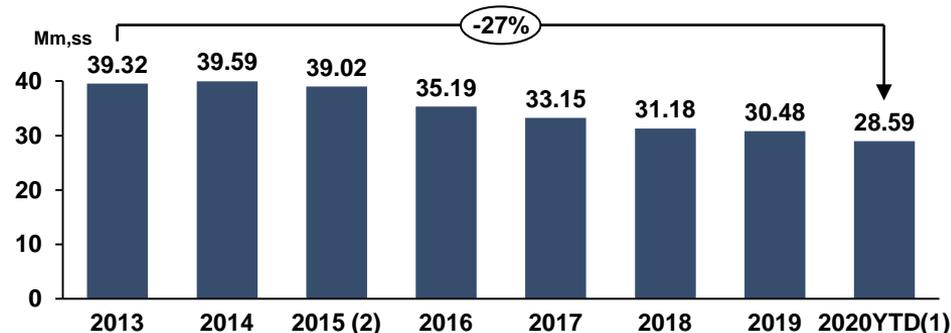
Baggage claim – Domestic

Waiting time for last baggage (90% of cases)



Baggage claim – International

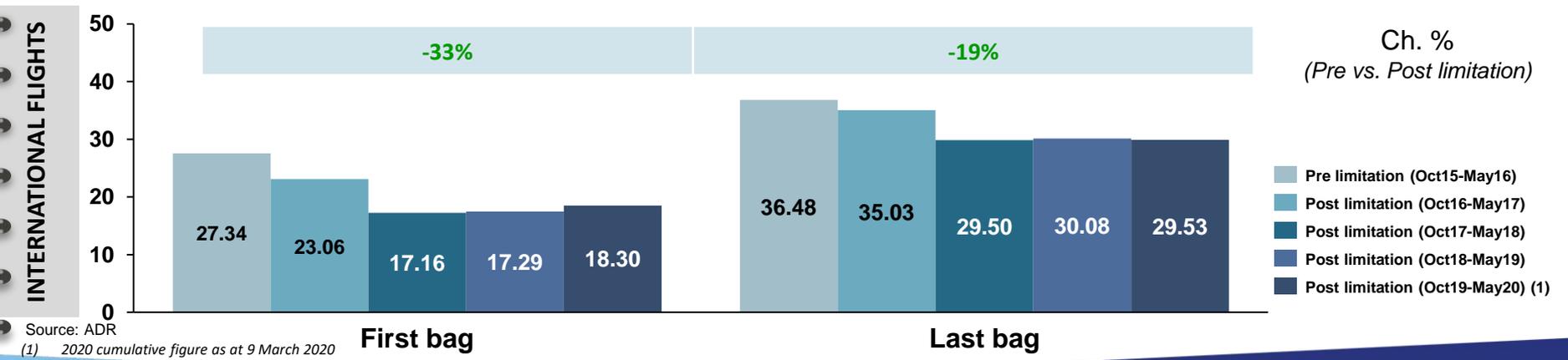
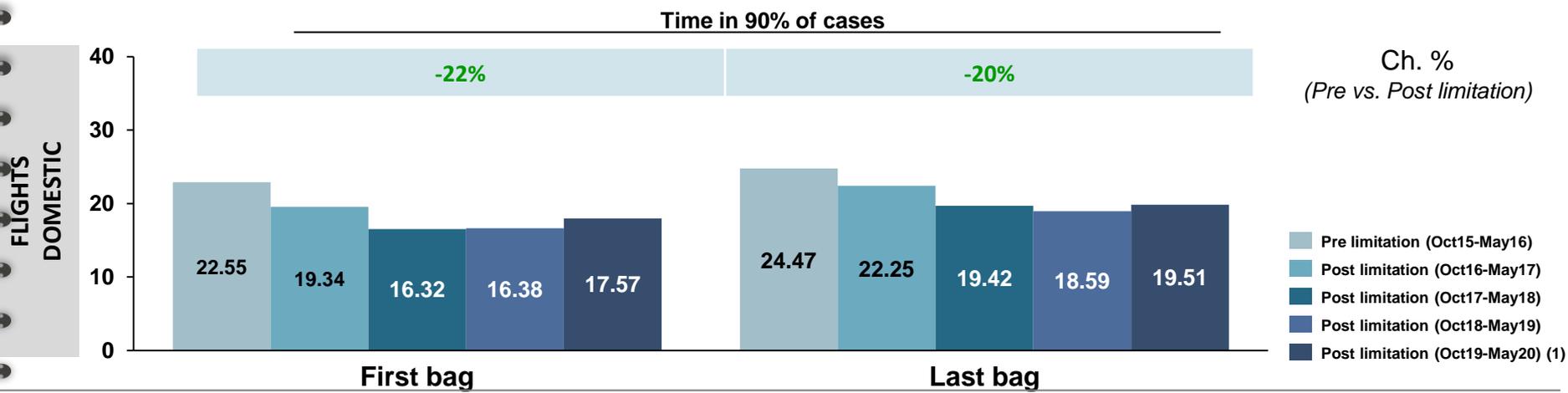
Waiting time for last baggage (90% of cases)



(1) 2020 cumulative figure as at 9 March 2020

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

Baggage claim at Fiumicino: effects of limitation of ramp handlers as of 18 May 2016⁽¹⁾



Source: ADR
(1) 2020 cumulative figure as at 9 March 2020

AGENDA

RESULTS ACHIEVED

FCO IMPROVEMENT PLAN

COVID-19 CONTINGENCY

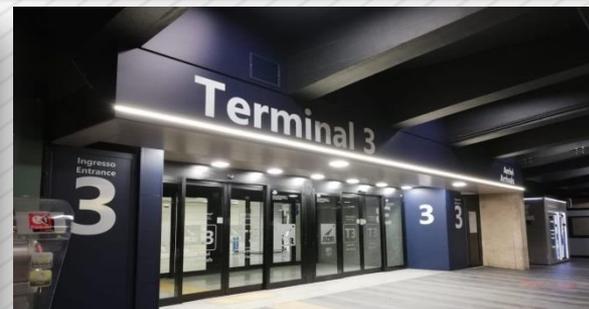
CIA IMPROVEMENT PLAN

FINAL BALANCE of ECONOMIC REGULATION AGREEMENT



Accessibility

1. Renovation of Entrances to Arrivals of Terminal
2. Terminal 1 Departures identification
3. Ground Transportation – real-time information
4. New Taxi Route
5. Taxi lanes resurfacing T1 and T3
6. Voice announcements and monitors in the shuttles to announce the stops
7. Coin changer
8. Long-term parking: makeover of motorway signs
9. Long-term car parks: re-definition of sectors and numbering of individual stalls



To improve wayfinding for passengers approaching the airport, films have been applied on the entrance doors of the arrivals indicating the Terminal



Quality Improvement Plan | FCO – Actions in progress

ACCESSIBILITY | TERMINAL 1 DEPARTURES IDENTIFICATION



To improve wayfinding for passengers approaching the airport, films have been applied on the façade of Terminal 1





We have improved the real-time infomobility service provided to passengers and airport operators on the airport's main connections.

- The real-time infomobility service provided to passengers and airport operators on the main connections from the airport has been improved.
- The use of a new layout makes it easier for passengers to read and interpret information on connections to and from the airport.

Destinazione Destination	Tariffa (€) Fares
1 Roma Centro (all'interno delle Mura Aureliane) Center of Rome (within the Mura Aureliane)	€48
2 Castello della Magliana - Parco de' Medici	€30
3 Nuova Fiera di Roma	€25
4 Ciampino Aeroporto Ciampino Airport	€50
5 Stazione Tiburtina Tiburtina Railway Station	€55
6 Stazione Ostiense Ostiense Railway Station	€45
7 Civitavecchia Porto Civitavecchia Naval Port	€120

Le tariffe fisse, comprensive di tutti i supplementi, sono:
Fixed fares, inclusive of all additional fees, are:

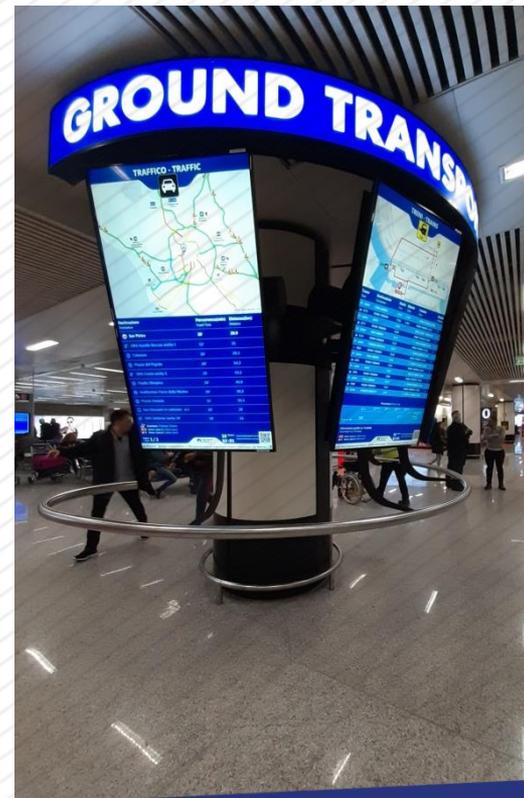
Le corse dall'aeroporto di Fiumicino con destinazione all'interno del Grande Raccordo Anulare e viceversa, non potranno superare l'importo di € 70.
Rides from Fiumicino airport to any destination within the Grande Raccordo Anulare and vice versa cannot exceed the amount of € 70.

Se la corsa dall'aeroporto di Fiumicino a Roma (all'interno delle Mura Aureliane) viene effettuata da un taxi del Comune di Fiumicino la tariffa fissa è di € 60.
If ride from the Fiumicino airport to Rome (within the Mura Aureliane) is carried out by a taxi of the Municipality of Fiumicino the fixed rate is € 60.

Le tariffe vengono fissate dal Comune di riferimento, è possibile consultarle sul sito ufficiale del Comune.
The rates are set by the Municipality of reference, which can be consulted on the official website of the Municipality.

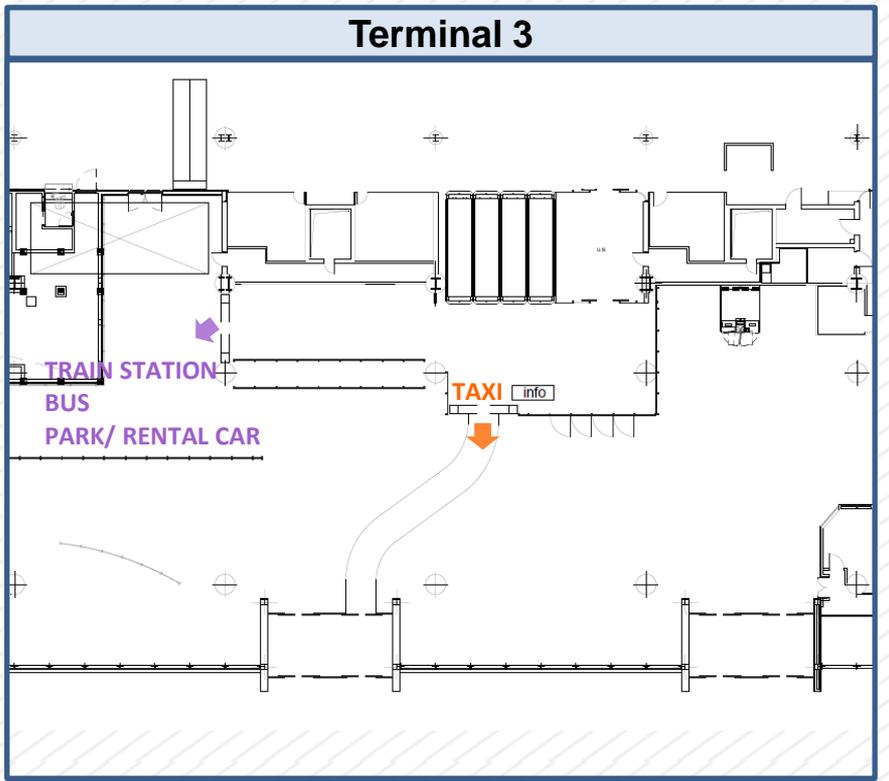
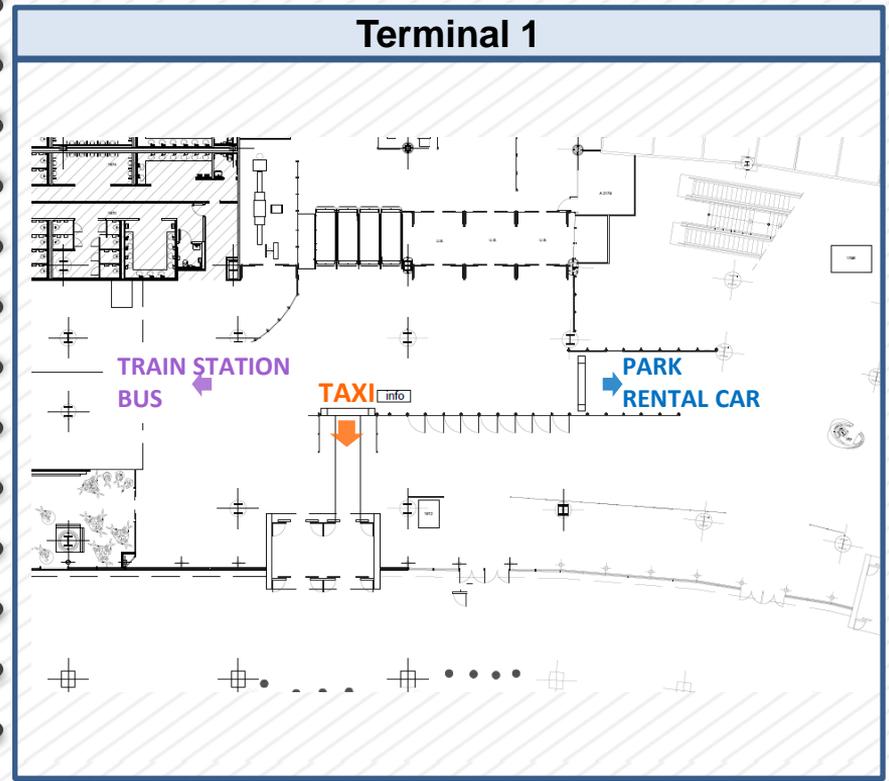
ATTENZIONE: si raccomanda di utilizzare solo taxi autorizzati ubicati all'esterno dell'uscita 2.
ATTENTION: we recommend only using authorised taxis located outside exit 2.

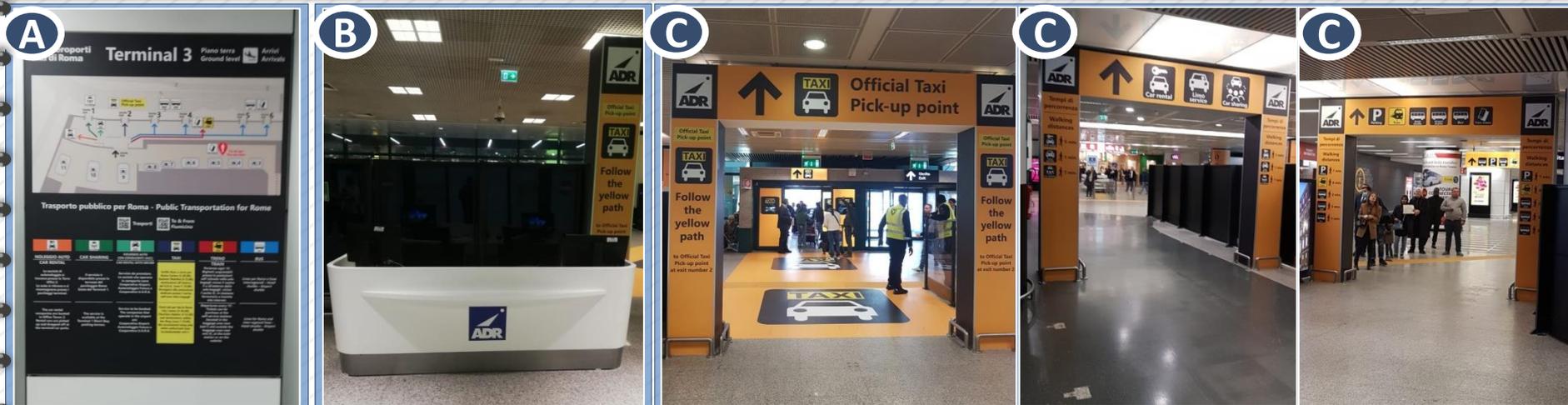
15 Aeroporti di Roma 13-01





ACCESSIBILITY | NEW TAXI ROUTE (1/5)

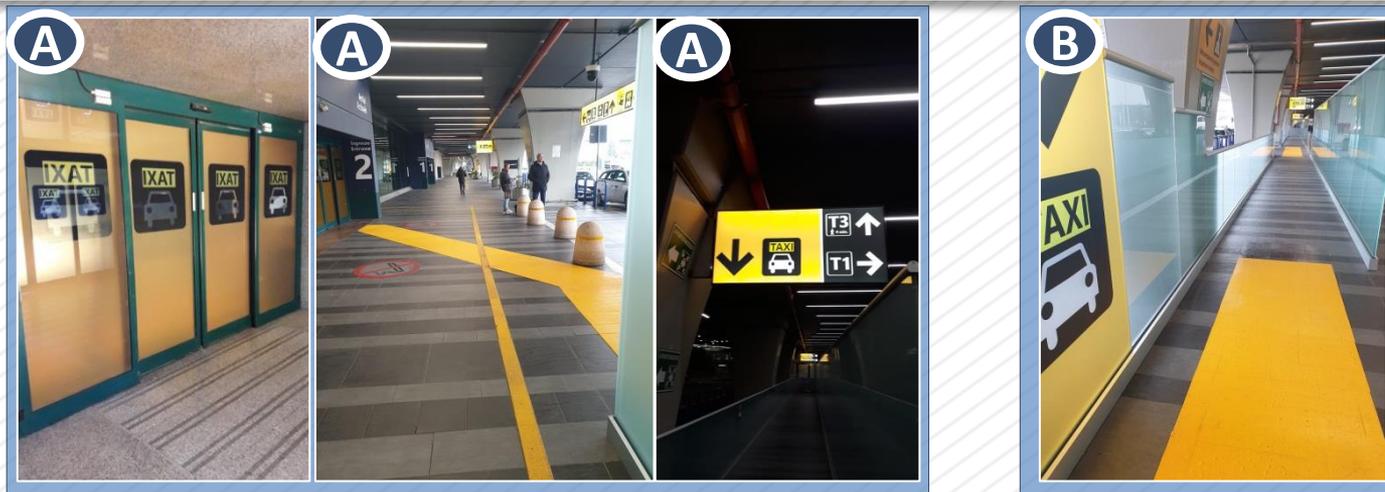




Signage for passengers arriving at Fiumicino – Exit for baggage claim

Implementation of measures aimed at clearly and directly addressing passengers leaving the baggage claim halls, giving them comprehensive information and support provided by dedicated airport operators, including:

- A** Improved information on transport options available to reach Rome
- B** Installation of 2 information desks (1 in T1 and 1 in T3) staffed by ADR
- C** Signage measures that direct passengers through portals dedicated to the various means of transport and an invitation carpet to the official taxi pick-up point



Signage for passengers arriving at Fiumicino – walkway exiting the Terminal

Implementation of interventions aimed at accompanying passengers who, once out of the Terminal, intend to use taxis by going to the official taxi pick-up point, by:

- A** Clear identification of the TAXI path with horizontal and vertical signage
- B** Installation of glass walls to protect the passengers in the queue from possible attackers



ACCESSIBILITY | NEW TAXI ROUTE (4/5)



Signage for passengers arriving at Fiumicino – TAXI pullup lane

Construction of a fixed divider between the 2 taxi lanes to separate the cars that allow passengers to pay with POS devices from those that do not, using:

- A** New horizontal and vertical signage
- B** Installation of a kerb between the lanes
- C** Asphaltting (common type) with bumps for preformed crossings
- D** A new additional sign inviting taxi drivers to turn off their engine while they are waiting for their ride, to reduce pollution





Leaflet and email



ADR Aeroporti di Roma



DO YOU NEED A TAXI?

PLEASE FOLLOW THE YELLOW PATH TO REACH THE OFFICIAL TAXIS

FIXED FARE
€48

ROME CENTER
Within Aurelian Walls



Taxis of Fiumicino Municipality apply the fare of €60 to reach destinations within Aurelian Walls

Taxi drivers cannot refuse to make the required trip

WANT TO PAY WITH CREDIT CARD?
WHEN YOU REACH THE OFFICIAL TAXI PICK-UP POINT,
CHOOSE THE TAXI IN THE DEDICATED LANE



FOR MORE INFORMATION ON TAXIS AND
FARES, PLEASE ACCESS THE ROME
MUNICIPALITY WEBSITE VIA QR CODE

MAX FARE
€70

OTHER DESTINATIONS
Within G.R.A. (highway around the city - A90)



If your destination is located inside the G.R.A. (highway around the city - A90), there are fixed or variable rates up to a maximum of €70

If your destination is in Fiumicino Municipality, it is recommended to use **local taxis**

MAIN EXTRA CHARGES FOR OTHER DESTINATIONS:
€ 1 FOR EACH ADDITIONAL BAGGAGE AFTER THE FIRST
€ 6,50 PER NIGHT TRIP



comments@adr.it
PLEASE WRITE TO SUBMIT A COMPLAINT
OR REPORT ANOMALIES AND DISSERVICES

PLEASE FIND BELOW ALL THE OTHER SOLUTIONS TO REACH ROME



TRAINS



BUS TO ROME



LONG DISTANCE BUS



HOTEL SHUTTLE



LIMO SERVICE



CAR RENTAL



CAR SHARING



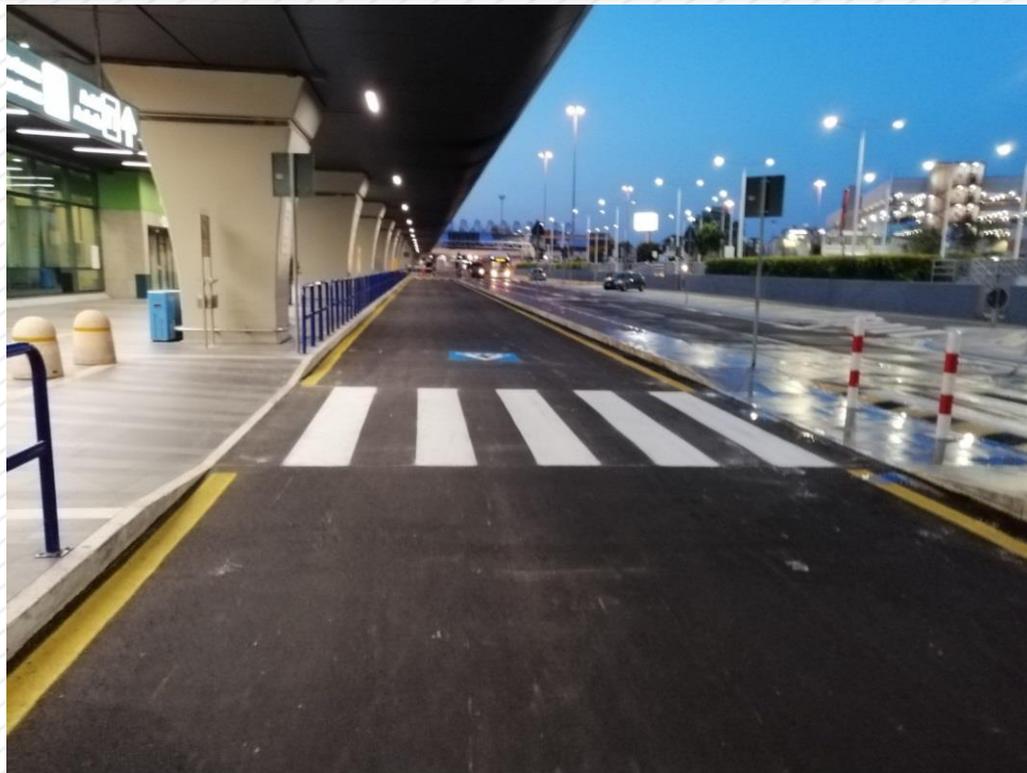
FOR MORE INFORMATION,
PLEASE ACCESS ADR WEBSITE
VIA QR CODE



Comments@adr.it



TAXI Lane



In the arrivals area of Terminal 1 and Terminal 3, the road surface has been improved to make it easier for taxis to access the platform and for passengers to exit the vehicles



To improve information and help passengers identify the stop to get off the shuttle bus that connects the terminals with the long-term car parks, the following are been introduced:

- A** A system that provides voice announcements and information displayed on a monitor to indicate stops and airlines operating divided by area
- B** Airlines logos divided by Terminal

Next stop announcement with voice message





ACCESSIBILITY | COIN CHANGERS

We installed 7 integrated systems, consisting of coin-changers and parking payment machines at the arrivals level and 5 at the departures level.

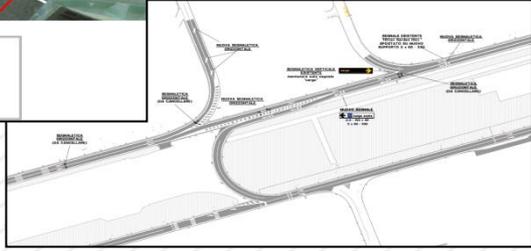
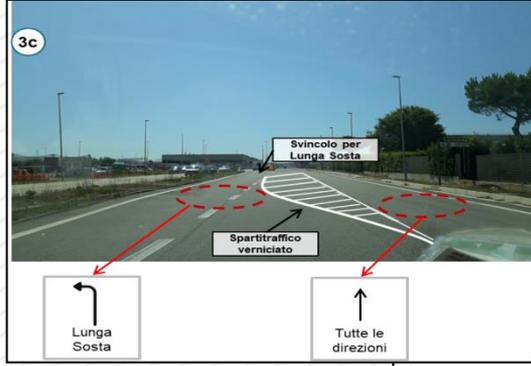
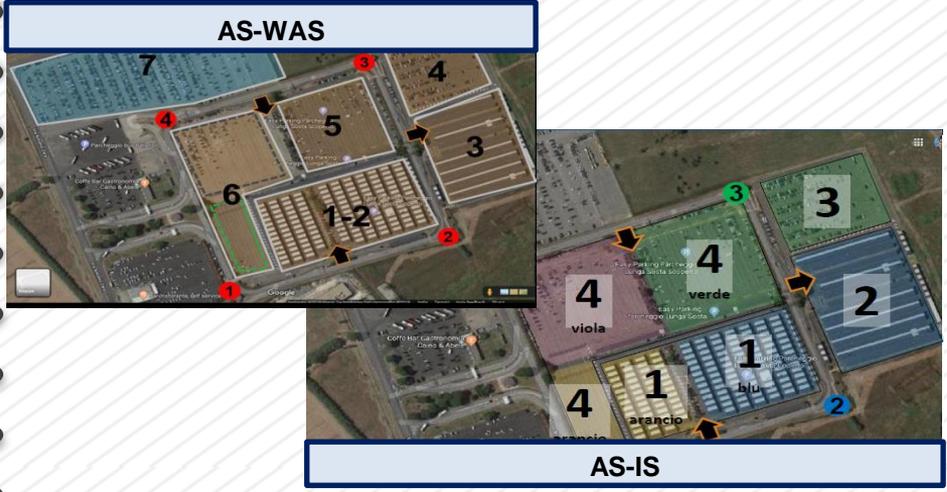




The long-term car park, consisting of over 3,700 parking spaces, has been greatly improved in terms of road signs, signage and ease of recognition

1) Parking areas reorganization: from 7 to 4 and characterized by different colours to make it easier for passengers to find their reserved parking space

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





Quality Improvement Plan | FCO – Actions in progress

ACCESSIBILITY | LONG-TERM PARKING: RE-DEFINITION OF SECTORS AND NUMBERING OF INDIVIDUAL STALLS

3) New signage and directions within the parking lot: each stall has been identified by a unique code; bus stops within the parking lot have been characterized by the colour of the nearest parking sector and the directions show sector, row and stall





Main actions for further increasing passenger satisfaction

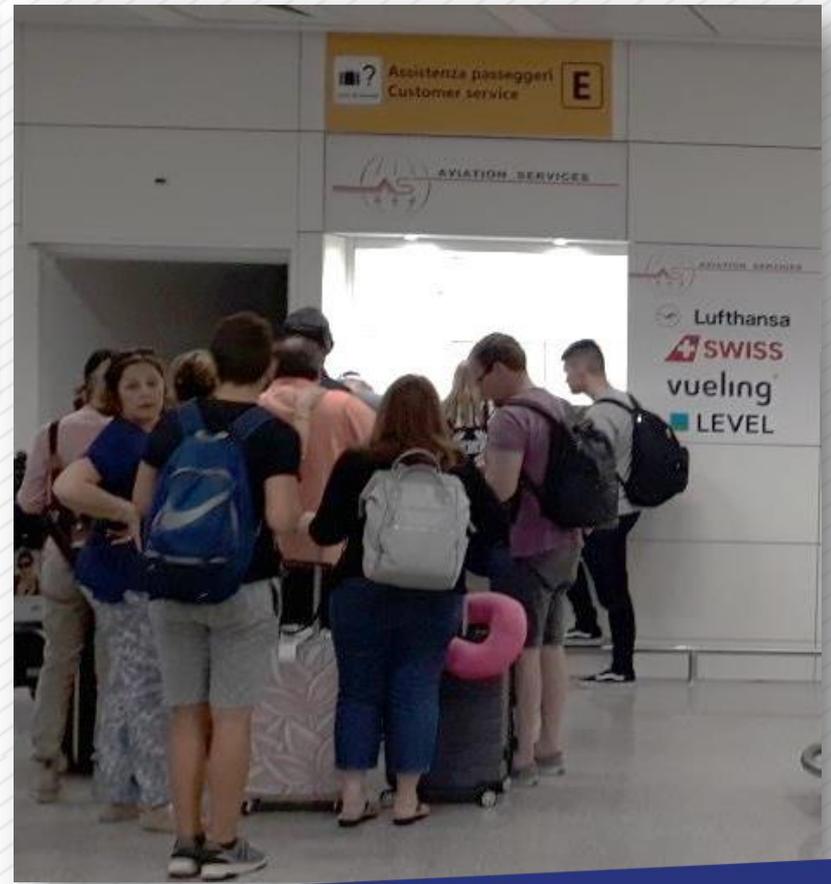
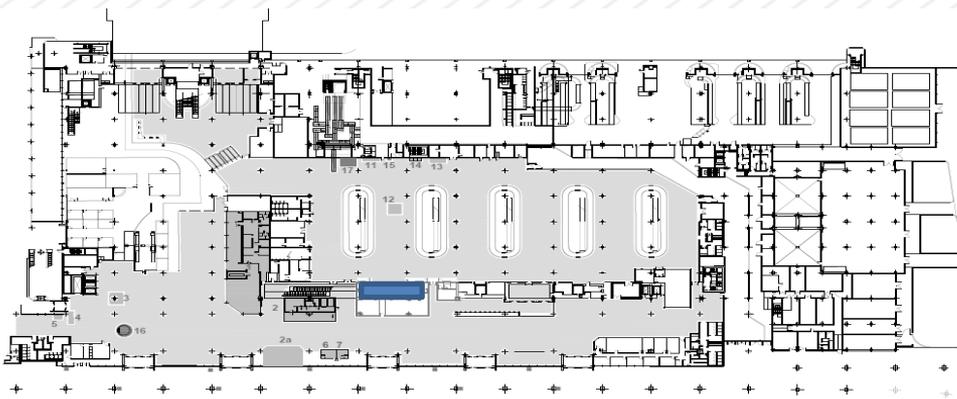
Infrastructure development and Airline quality

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



A new lost & found was set up in Terminal 1 in the baggage claim hall

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



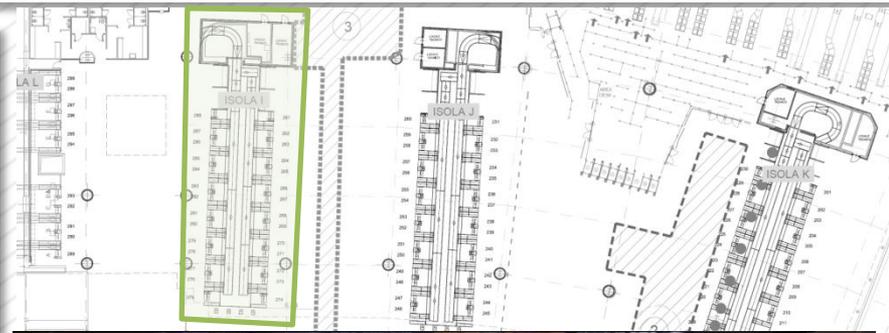
Quality Improvement Plan | FCO – Actions in progress

INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | RESTRUCTURING OF CHECK-IN ISLAND "I" IN TERMINAL 3



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

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

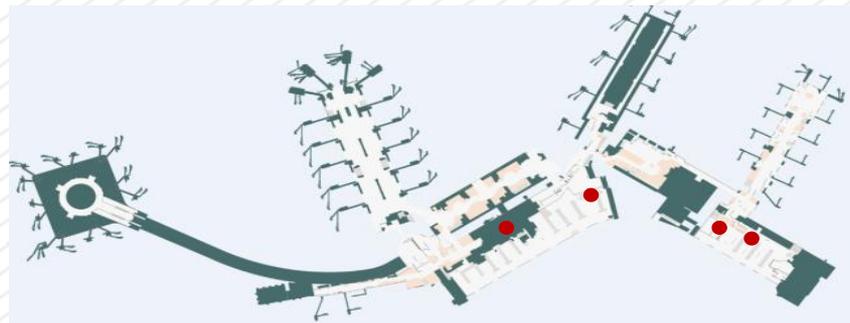




To improve sustainability at the airport, we have installed some compactors that automatically separate solid waste (plastic) from liquids. In particular:

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

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





- 1 Opening of new connecting bridge between departure areas C and D (bidirectional, serving passengers departing, arriving and in transit)
- 2 Opening of a new connecting bridge linking T3 East security controls and the Schengen area (bidirectional, serving passengers departing, arriving and in transit)
- 3 Setting up a construction site in the "pipetta" area and subsequent closure of the existing connecting bridge





A new customs office has been set up in the airside area, to provide services for passengers in transit





Quality Improvement Plan | FCO – Actions in progress

INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | NEW VAT REFUND AREA IN NON SCHENGEN AREA

Opening of the new VAT Refund in the Front Building with graphic entries to increase the visibility of the workstations and existing signage





Several dynamic signage bins have been installed to direct passengers more effectively in complex spaces:

- Immigration
- End fork of Pier D to baggage claim areas at T1 and T3
- Check-in Terminal 3
- Mezzanine Terminal 3 landside





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

The system has been installed on the following docks:

- 402-404-405-406-407-408-409-411
- 502-504-506-806-807





IMPROVEMENT

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

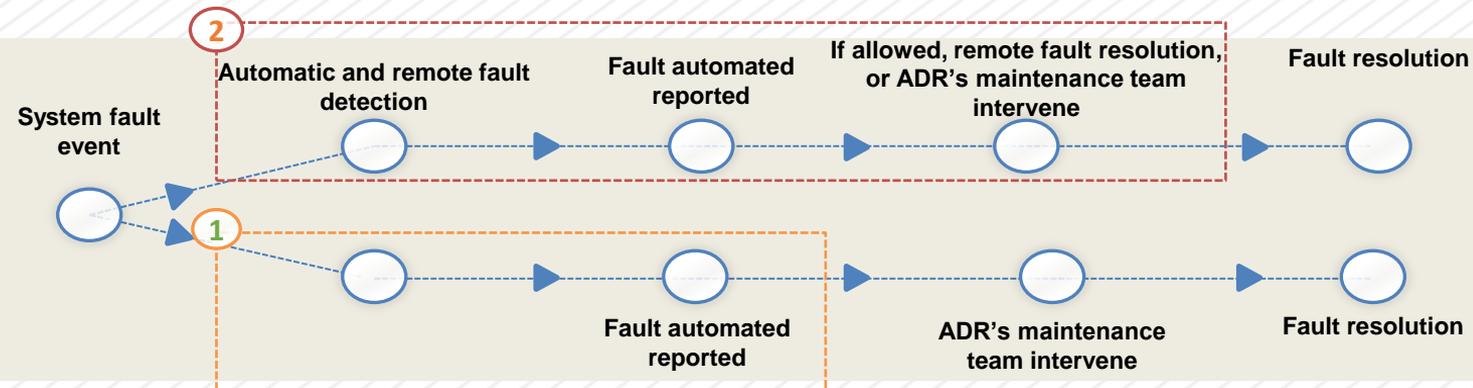
- 1 Switching from phone reports via an external contact centre to digital reports via QR code and smartphones
- 2 Starting a trial on remote and automatic reporting of failures and malfunctions directly from the airports systems and equipment

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

Faults and malfunctions detection and reporting process – AS WAS



Faults and malfunctions detection and reporting process – AS-IS





Expansion of passenger movement monitoring areas to:

- Adaptation of the border area coverage according to the layout change for summer 2019
- Check-in Terminal 1

T1 > T1 CheckIn > ISOLA 1 16:42

ISOLA 1

- ISOLA 3
- ISOLA 4
- T1 Sicurezza Ovest

T3

- T3 Passaporti Arrivi
- T3 Passaporti Partenze
- T3 Passaporti Transiti
- T3 Sicurezza Est
- T3 Sicurezza Transiti

ISOLA 1 Desk 111 - 125

ISOLA 1 Desk 111-125

Name	Throughput	PAX/Day	Status
Desk_111	36 p/h	379	No PAX
Desk_112	12 p/h	461	No PAX
Desk_113	132 p/h	824	No PAX
Desk_114	84 p/h	662	No PAX
Desk_115	168 p/h	692	PAX
Desk_116	216 p/h	590	No PAX
Desk_117	240 p/h	1133	No PAX
Desk_118	168 p/h	785	No PAX
Desk_119	180 p/h	805	No PAX
Desk_120	228 p/h	620	No PAX

ISOLA 1 Desk 126-140

Name	Throughput	PAX/Day	Status
Desk_126	72 p/h	196	No PAX
Desk_127	72 p/h	301	No PAX
Desk_128	24 p/h	423	No PAX
Desk_129	48 p/h	366	No PAX
Desk_130	0 p/h	352	No PAX
Desk_131	36 p/h	298	No PAX
Desk_132	48 p/h	287	No PAX
Desk_133	24 p/h	89	No PAX
Desk_134	12 p/h	70	No PAX
Desk_135	24 p/h	60	No PAX

ISOLA 1 Desk 126 - 140

ISOLA 1 Desk 111 - 125

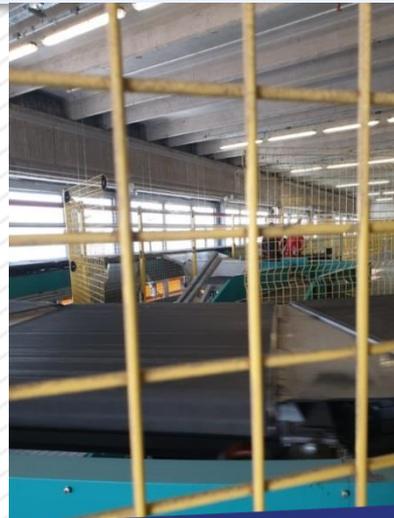
Queue length: 3 Pax

Predicted Waiting time: 0 min 45 s

- 1 Pax
- 3 Pax
- 4 Pax

ISOLA 1 Desk 126-140

- Changes to SW systems in BHS room + BHS/HBS logic T1 and T3
- Easytracking system implementation
- Revamping of baggage redelivery carousels T1 (12-13-14-15-16) and T3 (9-10-11)
- Redevelopment of former ex HBS level 2 of T3
- Reconfiguration of AZ drop off desks to traditional ones
- Increased flexibility of BHS at T1
- Optimization of X-ray process with ATR
- BHS stalls at pier E
- Increased flexibility of HBS at T1





Passenger services and communication

- ✓ New seating areas
- ✓ Pet Area
- ✓ Periodic quality trend
- ✓ Vitruvian man anamorphic installation
- ✓ Anamorphic artwork installations in the front building
- ✓ Instagram station
- ✓ Artwork at the airport
- ✓ Initiatives addressed to Chinese passengers
- ✓ Opening of new stores
- ✓ New F&B formats
- ✓ Food truck activations
- ✓ Special events



Two new seating areas have been created with a new layout in Front Building and boarding area D





We set up a Pet Area for arriving and departing passengers and therefore located in a central position between the 2 Terminals, on the secondary road network.

Regulations have been drawn up for correct use



REGOLAMENTO

All'interno della pet area devono essere rispettate le seguenti norme comportamentali.

- 1 L'ACCESSO ALL'AREA È CONSENTITO AD UN SOLO CANE PER VOLTA;
- 2 I CANI DEVONO RIMANERE SOTTO IL COSTANTE CONTROLLO DELL'ACCOMPAGNATORE;
- 3 È FATTO OBBLIGO ALL'ACCOMPAGNATORE DI ASPORTARE LE DEIEZIONI SOLIDE DEL PROPRIO CANE, PORLE IN SACCETTI IMPERMEABILI E SMALTIRLE NEGLI APPOSITI CONTENITORI;
- 4 È VIETATO L'INGRESSO AI MINORI DI ANNI 18 NON ACCOMPAGNIATI DA MAGGIORI DI ETÀ;
- 5 È AMMESSO INTRODURRE CIBO PARCHÉ VENGA SOMMINISTRATO UNICAMENTE AL PROPRIO CANE E RIPOSTO OGNI AVANZO NEGLI APPOSITI CONTENITORI.

Si ricorda che il proprietario/accompagnatore è civilmente e penalmente responsabile di ogni azione del cane da lui condotta ai sensi degli artt. 2052 c.c. e 672 c.p.

REGULATIONS

The following behavioural rules must be observed within the pet area.

- 1 ONLY ONE DOG IS ALLOWED ACCESS TO THE AREA AT A TIME;
- 2 DOGS MUST BE KEPT UNDER CONTROL AT ALL TIMES;
- 3 THE ESCORT IS OBLIGED TO REMOVE THE DOG'S WASTE, PLACE IT IN WATERPROOF BAGS AND DISPOSE OF IT IN THE APPROPRIATE CONTAINERS;
- 4 ENTRY IS FORBIDDEN TO MINORS UNDER 18 YEARS OF AGE UNLESS ACCOMPANIED BY AN ADULT;
- 5 FOOD MAY BE BROUGHT PROVIDED THAT IT IS FED ONLY TO YOUR DOG AND THAT ANY LEFTOVERS ARE PLACED IN THE APPROPRIATE CONTAINERS.

Please remember that the owner/escort is civilly and criminally liable for every action of the dog under their charge pursuant to Articles 2052 of the Italian Civil Code and 672 of the Italian Penal Code.

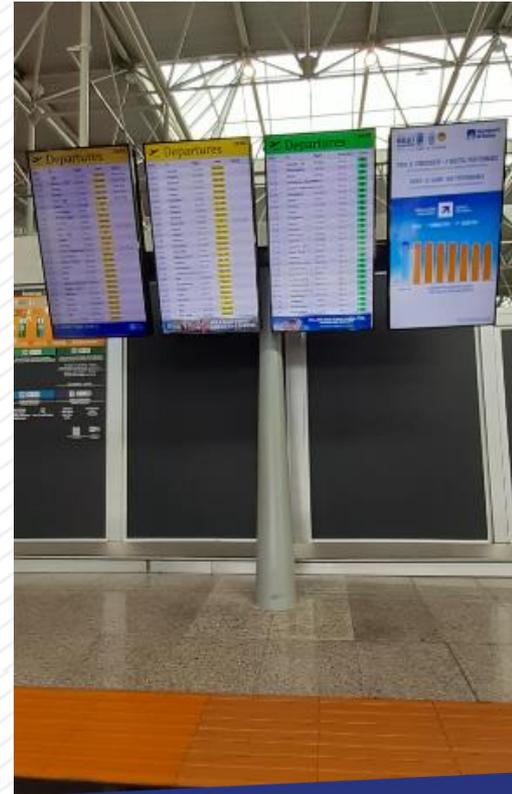




Evidence of the results achieved in terms of quality, also compared to similar airports

- **Evaluation** of the trend of the results achieved by FCO in terms of perceived quality (based on ACI results) compared to the Panel's average⁽¹⁾:
 1. Security
 2. Cleaning
 3. Wi-Fi
 4. Wayfinding
 5. Passports
 6. Check-in
 7. Overall
- **Promotion** of the results achieved, also by use of the "Best Airport 2018 and 2019" logo
- Greater **visibility** shown where performance is "better" than other airports

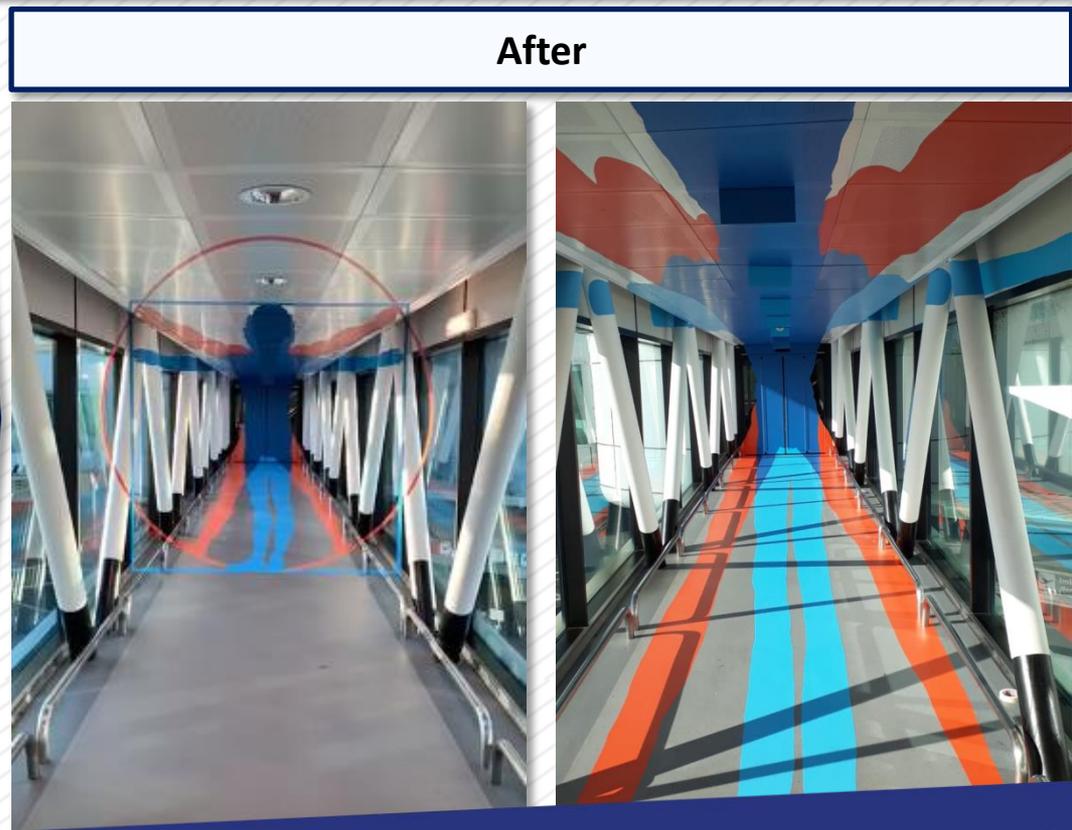
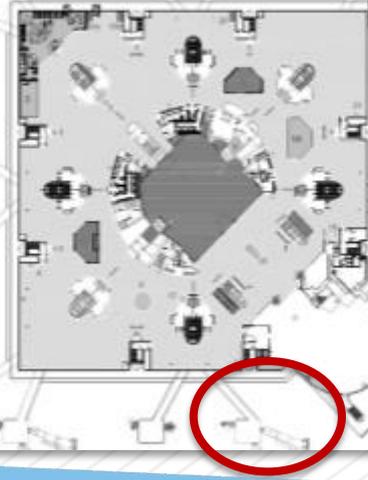
⁽¹⁾Panel: Hubs >40M Pax: AMS; BCN; CDG; FCO; LGW; LHR; MAD; MUC; SVO





Anamorphic pictorial installation depicting: VITRUVIAN MAN

A representation of the Vitruvian Man that, depending on the point it is viewed from, changes the displayed figure (subject vs. generic shapes) offering passengers a chance to take pictures and share them on social media (#romeairports)





Implementation of reproductions of artwork visible in Rome "Join the art of Rome"

- Reproduction of artwork visible in Rome offering passengers a chance to take pictures and share them on social media (#romeairports).

Colosseum



Last Judgment





Construction and installation of 3 "Instagram stations"

Creation of Instagram stations offering passengers a chance to take pictures and share them on social media (#romeairports).



Non-Schengen food



Boarding Area E



Baggage Claim T3



Competition on the subject "Leonardo and the journey. Beyond the boundaries of man and space."



TARGETING SPECIFIC PASSENGERS



Automatic water dispenser at international arrivals for free bottles to welcome Alipay users on arrival.



Alipay Wu Fu Lottery: involving Chinese passengers on Chinese New Year's Eve at ADR Info Points and Personal Shoppers.



Hongbao: red envelopes delivered by hand at check-in counters for Chinese passengers departing from Rome, promoting the refund initiative and the best exchange rate on Fiumicino purchases paid with Alipay.

AGENDA

- RESULTS ACHIEVED
- FCO IMPROVEMENT PLAN
- COVID-19 CONTINGENCY
- CIA IMPROVEMENT PLAN
- FINAL BALANCE of ECONOMIC REGULATION AGREEMENT



- ❑ On **29/06/2020 ADR** was awarded the "**Biosafety Trust Certification**" by RINA Services, an important recognition that testifies to ADR's ability to ensure the safest and most effective "**management system for infection prevention and control**". Fiumicino and Ciampino airports are the first airports in the world to obtain this certification
- ❑ **The certification awarded by RINA is the result of careful examination of the containment measures adopted for all possible forms of contagion**, from the least dangerous to the most harmful viruses such as Ebola and Covid-19, which involved every single activity carried out at our airports: from airport services to ICT systems, from infrastructure maintenance to commercial activities, from assistance services to security checks, from cleaning services to car parks, including careful verification of information flows to employees and passengers
- ❑ With extreme rigour and on the basis of international standards, **RINA has assessed the correct application of the system to prevent** contagion due to infections by organic agents and has **awarded certification** to the two airports, **certifying that they comply with international standards and best practices**



BIOSAFETY TRUST
CERTIFICATION
MANAGEMENT SYSTEM



MACRO AREA	OBJECTIVE
TEMPERATURE MONITORING SYSTEMS	<p>Use of the most innovative technologies to measure the temperature off all passengers at the airport's key traffic hubs.</p> <p>Reducing the impact of this monitoring on service times for processes, creating separate channels for operators and using dynamic solutions</p>
PREVENTION, PROTECTION AND SANITIZATION SYSTEMS	<p>Reduction of the spread of the virus in the airport environment by applying technologies that preventively protect passengers, sanitizing their baggage, the items they touch, and the areas they move in</p>
PASSENGER SERVICES	<p>Creation of services that improve the quality of the passenger experience at the airport, given the changing requirements due to Covid-19, by facilitating "self" processes, providing PPE, and an insurance policy</p>
COMMUNICATION CHANNELS	<p><u>TO PASSENGERS</u>: to inform passengers on the measures put in place by ADR through onsite and online channels, use the means of communication to reassure them about the management of emergencies, signage for passengers identifiable by the colour blue and repeated inside the airport</p> <p><u>INSTITUTIONAL</u>: to inform stakeholders of the action plan adopted by ADR to make FCO a "COVID-Safe Airport"</p>

Quality Improvement Plan | FCO – Actions in progress

COVID-19 CONTINGENCY | TEMPERATURE MONITORING SYSTEMS



INITIATIVE	DESCRIPTION
Thermal cameras Terminal Entrances and STAFF checks (NPU, Terminal access gates)	Installation of dual-lens thermal imaging cameras on totems at revolving doors 5 and 4 of T3 Departures, revolving door 4 of T3 Arrivals and at the exit from the RFI walkway, i.e. at all points of access to the Terminal. Installation of dual-lens thermal imaging cameras at staff and pedestrian customs entrances that identify temperatures $>37.5^{\circ}\text{C}$
Mobile thermal imaging cameras	Helmet-mounted thermal imaging cameras used by airport operators to dynamically monitor passenger body temperatures. Augmented reality technology is used for the internal display.



Quality Improvement Plan | FCO – Actions in progress



COVID-19 CONTINGENCY | PREVENTION, PROTECTION AND SANITIZATION SYSTEMS

INITIATIVE	DESCRIPTION
Hold baggage sanitization	On the section of the baggage claim belt prior to baggage unloading on the carousel where it is picked up by passengers, an automatic device has been installed to dispense a hypochloric acid-based sanitizing mist based that is released when baggage passes through a tunnel.
Sanitization of luggage from hold to belt	Sanitization by means of a fogger that sprays a hydrogen peroxide-based product on incoming baggage, in the baggage claim hall, before collection by passengers, and providing suitable communication thereof.
Sanitization of escalators and people movers	Installation of a sanitization system for the handrails of escalators/people movers using UV technology.
Plexiglas protection partitions	Use of partitions and plexiglass boxes to safely organize the concentration of flows where it is difficult to maintain 1 m social distancing.
"Shoe sole disinfectant" mats	Anti-contamination adhesive mat consisting of 40 disposable sheets sprinkled with a pressure-sensitive bacteriostatic adhesive. Revolving doors 4 and 5 of departures T3 used as main entrance to the terminal have been equipped
Sanitizing of lifts	Sanitization of air and push buttons of lifts using ultraviolet light and an internal UV fan being tested in the panoramic lifts at T3



Quality Improvement Plan | FCO – Actions in progress

COVID-19 CONTINGENCY | PASSENGER SERVICES



INITIATIVE	DESCRIPTION
Check-in Kiosk Departures Hall T3	Set up of self check-in stations spread throughout the Departures hall of Terminal 3. The kiosks will be separated from each other to maintain social distance, also by building plasterboard walls
Sanitizing kit vending machines DEPARTURES	Installation of a vending machine that is also equipped with a "sanitizing kit" that includes facemasks and sanitizing products to be installed in the front of the terminal
Sanitizer kit ARRIVALS	Sale, in the vending machines that are already present, of "sanitizing kits" for ground transportation (train, bus, taxi) for passengers arriving at FCO and heading to Rome.
Sanitizer kit CIAMPINO	Sale, in the vending machines that are already present, of "sanitizing kits" for arriving passengers that are leaving the airport, for passengers arriving at FCO and heading to Rome.
Kit price reduction	Cheapest sanitizing kit sold in vending machines: 1€

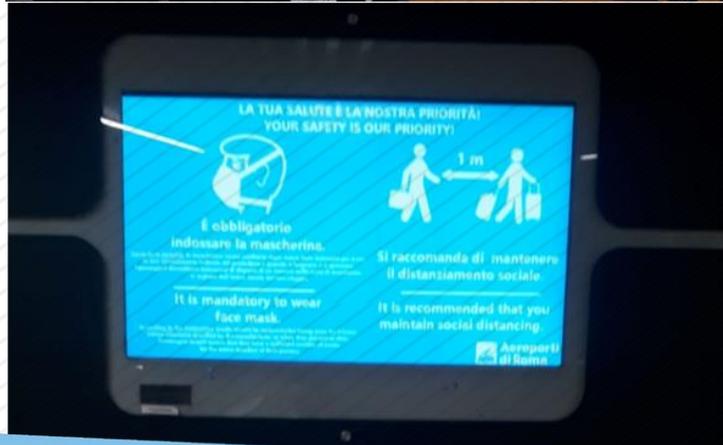




Asset Advertising



Monitor Gate

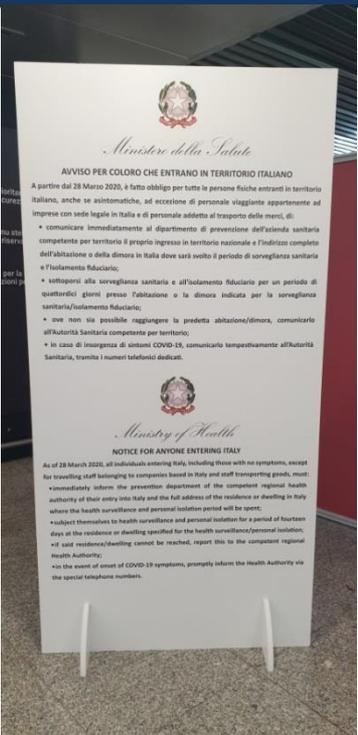
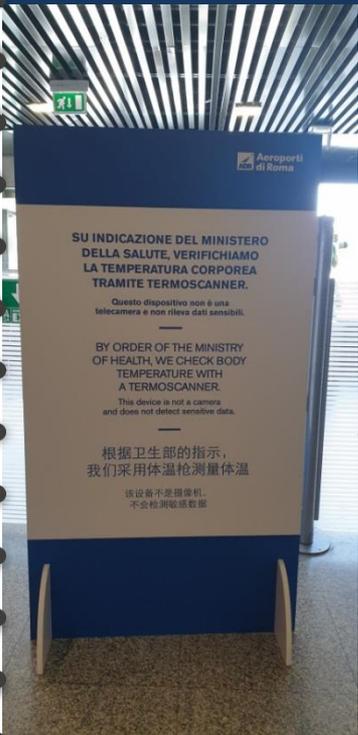


Monitor dei banchi Check-in





Institutional information and operational instructions



**LA TUA SALUTE È LA NOSTRA PRIORITÀ!
YOUR SAFETY IS OUR PRIORITY**

Secondo le misure di contenimento del contagio da COVID-19 previste dal DPCM 26 aprile 2020, è obbligatorio usare protezioni delle vie respiratorie negli spazi interni accessibili al pubblico. Anche in aeroporto, è dunque obbligatorio l'utilizzo di mascherine.

According to COVID-19 containment measures provided for by the Council of Ministers' Presidential Decree of 26 April 2020, the use of respiratory protection is required in interior public places. Therefore, the use of masks is compulsory even inside the airport.

Aeroporti di Roma

Passengers are invited to respect the rules, in particular to maintain social distance, through the public address system and through megaphones used by operators.



APP

News

Nuova riduzione operatività 06 apr 2020

Aeroporti di Roma informa di aver predisposto un ulteriore piano di riduzione dell'operatività del terminal passeggeri di Fiumicino. A partire da martedì 7 aprile, le operazioni di imbarco di tutti i voli in partenza saranno effettuate solamente dal molo B. Le operazioni di check-in, i controlli di sicurezza e la riconsegna bagagli continueranno ad essere effettuate esclusivamente al Terminal 3. La decisione, che segue la chiusura del Terminal 1 del 17 marzo e un forte ridimensionamento delle aree d'imbarco il 27 marzo, si è resa necessaria a causa di ulteriori molteplici cancellazioni di voli da e per l'Italia annunciate da molte compagnie aeree. Nelle ultime settimane il traffico aereo è crollato a livello globale e sul principale scalo italiano oggi la riduzione è di oltre il 95% rispetto allo stesso periodo dello scorso anno. I terminal passeggeri dello scalo di Fiumicino riprenderanno ad operare regolarmente non appena sarà superata l'attuale fase di emergenza.

CONDIVIDI

Sito ADR.it

Aeroporti di Roma

Atlantia

Flights

Travel Information

To & from Fiumicino

Shop&Eat

Business

Corporate

Sustainability

Sign In

Covid-19

In this section, you will be able to consult all useful information, updates on the latest ministerial transport regulations and files with the forms to download.



Provisions and information for passengers

Please see the charts on routes to the airport, with information on the conduct to follow and the activities carried out by Aeroporti di Roma.

Useful news

- Health checks on all arriving and departing passengers for non-Schengen destinations are being carried out by health workers.
- Bars and restaurants remain open to guarantee refreshment services for passengers passing through the airport; Aeroporti di Roma also informs you that commercial activities have temporarily reduced their operations. Aeroporti di Roma has also enhanced the supply of vending machines so that they are always adequately stocked and can guarantee an adequate service.
- The Border Police is put into action so that there are no obstructions or groups of passengers struggling to complete the self-declaration forms.
- Every day, from 24:00 to 05:00, the departure and arrival areas of Leonardo da Vinci International Airport will be closed to the public to allow for the necessary sanitisation of the areas.

Measures are in accordance with the provisions of the Council Presidency on the coronavirus infection.



According to the new measures for containing COVID-19 infections provided for by Prime Ministerial Decree dated 26 April 2020, it is mandatory, throughout Italy, to use respiratory protection in enclosed places that are accessed by the public and at all times when it is not possible to continuously guarantee the maintenance of the safety distance. Even at the airport, the use of masks is becoming compulsory: passengers who do not have them on will not be allowed at the security checks.

VIDEO

E' stato realizzato un video il cui obiettivo è fornire informazioni, assicurare i passeggeri e allo stesso tempo chiedere il contributo di tutti per il rispetto delle regole per proteggere la propria salute e quella degli altri.



SCOPE	IMPACT AREAS	OBJECTIVE OF MEASURE	TYPE
A Curbside	4.10.15 Approaching the Terminal	<input type="checkbox"/> Indication of mandatory use of facemasks - Inform passengers that they can access the Terminal only if they are wearing a facemask	<ul style="list-style-type: none"> ▪ Foamboard signs ▪ Films
B WAITING AREAS	4.10.1 Seats	<input type="checkbox"/> Management of passengers using the service - Prevent the use of certain seats to maintain safe distancing	<ul style="list-style-type: none"> ▪ Foamboard signs
C DESKS AND QUEUING AREAS	4.10.2 Check-in 4.10.3 Security 4.10.4 Passports 4.10.5 Boarding and Loading Bridge areas 4.10.7 Tax Refund 4.10.8 Lost & Found 4.10.10 Ticket offices 4.10.12 Verification Areas	<input type="checkbox"/> Indication of open/closed desks - Report the closed desks and those available to passengers, also in line with what is defined by the health and safety departments of ADR and the handlers <input type="checkbox"/> Management of passengers in queuing areas - Report current limitations (maintaining safety distance) - Indicate the spaces available in line with safety distances	<ul style="list-style-type: none"> ▪ Displays ▪ FIDS Monitors ▪ ADV Assets ▪ Lama displays ▪ "Feet shaped" floor stickers
D ELEVATORS, ESCALATORS AND SMOKING CABINS	4.10.6 Elevators / Escalators / People movers 4.10.13 Smoking Cabins 4.10.14 People Mover	<input type="checkbox"/> Capacity indication - Indicate the maximum number of passengers allowed <input type="checkbox"/> Management of passengers using the service - Indicate the spaces available in line with safety distances	<ul style="list-style-type: none"> ▪ Vertical films ▪ "Feet shaped" floor stickers
E HALLS BAGGAGE RECLAIM	4.10.9 Baggage reclaim carousels	<input type="checkbox"/> Management of passengers waiting for their baggage - Report current limitations (maintaining safety distance)	<ul style="list-style-type: none"> ▪ FIDS Monitors ▪ ADV Assets ▪ Film on fascia (replacing TEM)
F TOILETS	4.10.11 Toilets/ Washbasins / Wall-mounted toilet	<input type="checkbox"/> Management of passengers using the service - Report current limitations (maintaining safety distance) - Indicate the washbasins that are closed and those available to passengers - Prevent the use of wall mounted toilets	<ul style="list-style-type: none"> ▪ Stickers between mirrors ▪ Stickers on walls <p style="text-align: right;"><i>2nd phase - Pre-spaced</i></p>

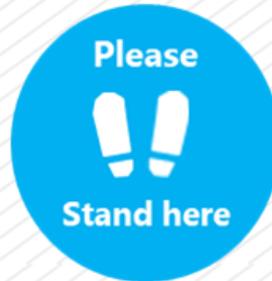


A special colour for Covid-19 related signs and passenger information.

Use of clear and direct messages, in line with regulations

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

DISTANZA SOCIALE SOCIAL DISTANCING





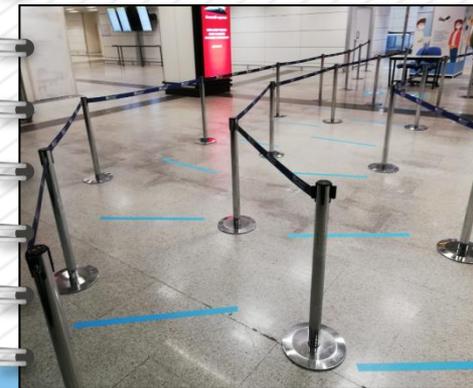
Entrance revolving doors T3 arrivals and departures



Aeroporti di Roma

SI PREGA DI RISPETTARE LE SEGUENTI DISPOSIZIONI
 PLEASE RESPECT THE FOLLOWING RULES

- L'accesso al terminal è consentito solo a passeggeri e operatori aeroportuali.**
 Access to the terminal is only permitted to passengers and airport operators.
- Per entrare è necessario sottoporsi al controllo della temperatura corporea con termoscanner.**
 To enter, body temperature needs to be checked with a thermal scanner.
- All'interno del terminal è obbligatorio indossare la mascherina di protezione.**
 Protective masks must be worn inside the terminal.
- Il terminal resta aperto ogni giorno dalle ore 5.00 alle 24.00.**
 The terminal is open every day from 05:00 to 00:00.



Prima che inizi il tuo viaggio, i nostri termoscanner controlleranno la tua temperatura in pochi istanti.
 Before your journey begins, our temperature scanners will check your temperature in a few moments.



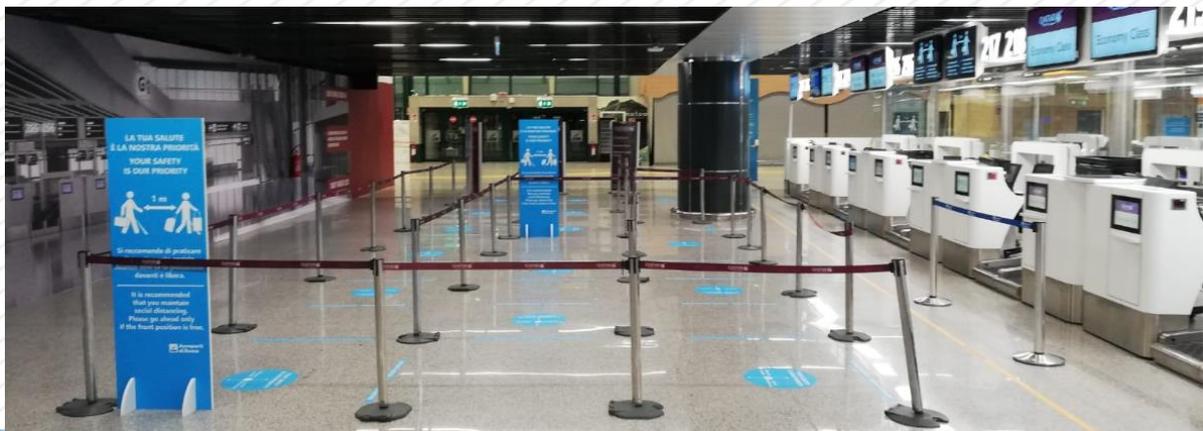


Seating areas T3, boarding areas B-C-D-E





Totems and floor stickers, use of check-in monitors to indicate waiting positions and the need to maintain social distance

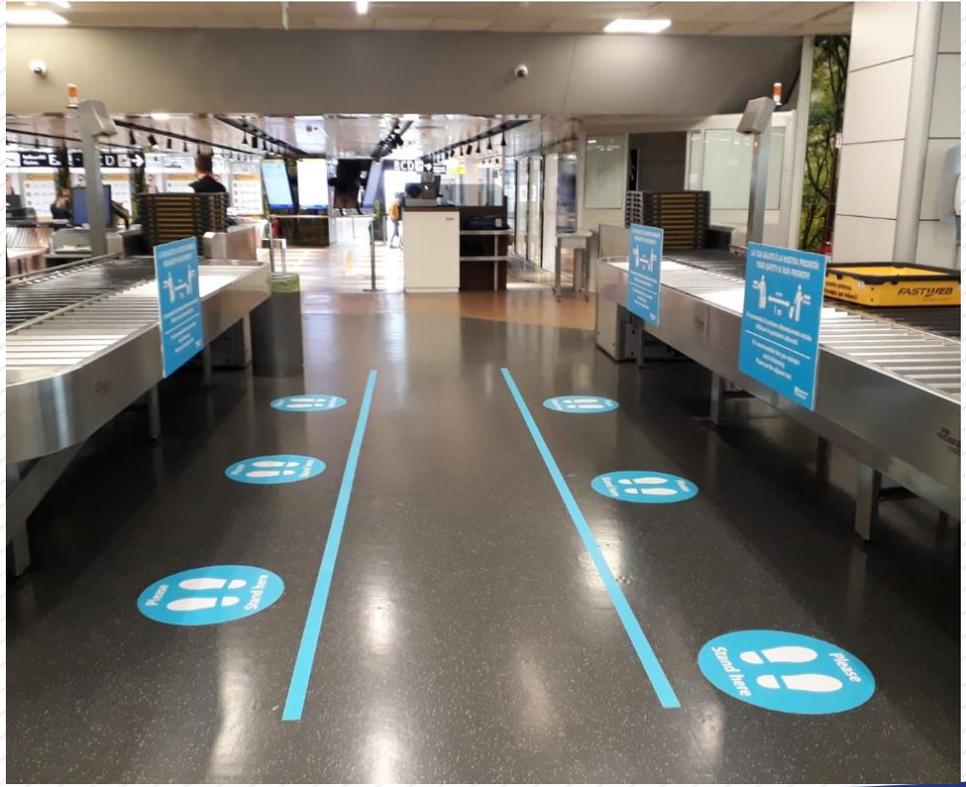


**DISTANZA SOCIALE
SOCIAL DISTANCING**



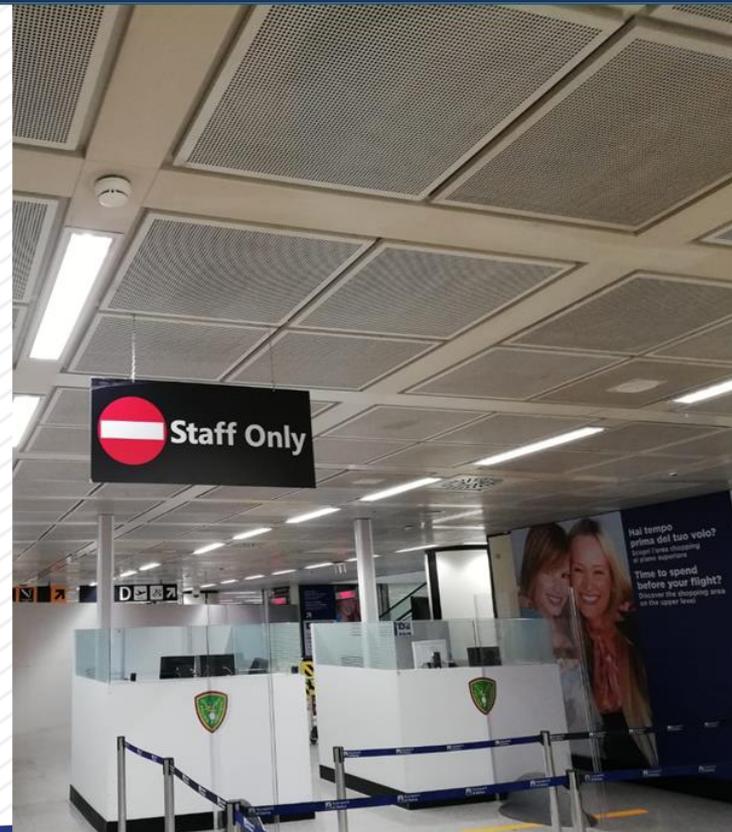


Signs and floor stickers to indicate waiting positions and the need to maintain social distance





Totems and floor stickers to indicate waiting positions and the need to maintain social distance





Totems and floor stickers, use of monitors to indicate waiting positions and the need to maintain social distance





Floor stickers to indicate the positions to be maintained





Floor stickers to indicate the positions to be maintained





**LA TUA SALUTE È LA NOSTRA PRIORITÀ!
YOUR SAFETY IS OUR PRIORITY!**



Gli uffici effettuano la disinfezione periodicamente.

x
x



L'impianto di aerazione è soggetto a sanificazione.

x
x



L'accesso agli uffici è limitato ad un numero massimo di persone. L'ingresso è regolamentato.

x
x

Ricordati di:



Mantenere il distanziamento sociale.

x
x



Igienizzare le mani prima e dopo il pagamento.

x
x

Aeroporti di Roma

**LA TUA SALUTE È LA NOSTRA PRIORITÀ!
YOUR SAFETY IS OUR PRIORITY!**



I retailer effettuano la disinfezione periodicamente.

x
x



L'impianto di aerazione è soggetto a sanificazione.

x
x



L'accesso ai diversi locali commerciali e ristoranti è limitato ad un numero massimo di persone. L'ingresso è regolamentato dal singolo punto vendita.

x
x

Ricordati di:



Mantenere il distanziamento sociale.

x
x



Igienizzare le mani prima e dopo il pagamento.

x
x

Aeroporti di Roma

Graphics for pacing and waiting areas (tills, desks, etc.)

DISTANZA SOCIALE - SOCIAL DISTANCING

Avanza solo se la postazione davanti è libera - Please go ahead only if the front position is free



AGENDA

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**Ciampino
Improvement Plan**

1. De-stress area improvement
2. Plastic bottle compactors
3. Wayfinding
4. Food & beverage expansion
5. Food & beverage market area

CIAMPINO | PLASTIC BOTTLE COMPACTORS

To improve sustainability at the airport some compactors have been installed to automatically separate solid waste (plastic) from liquids

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





The extension of the seating area of the Free Flow Restaurant "Gusto" has been completed, adding about 50 m2 and 52 additional seats

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



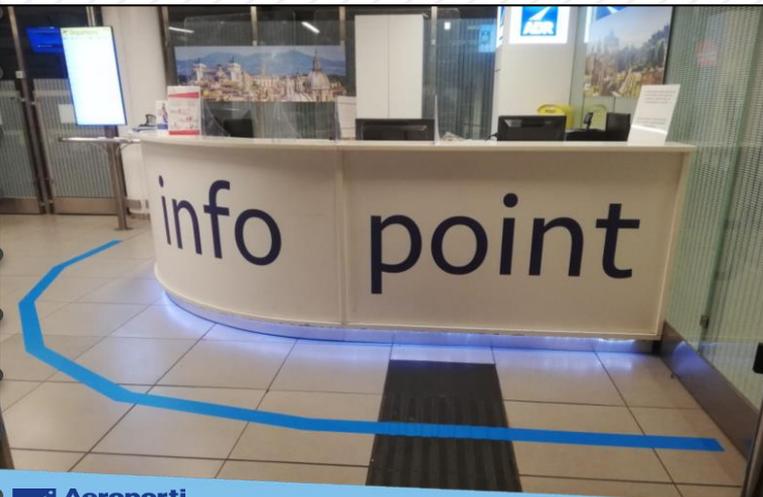
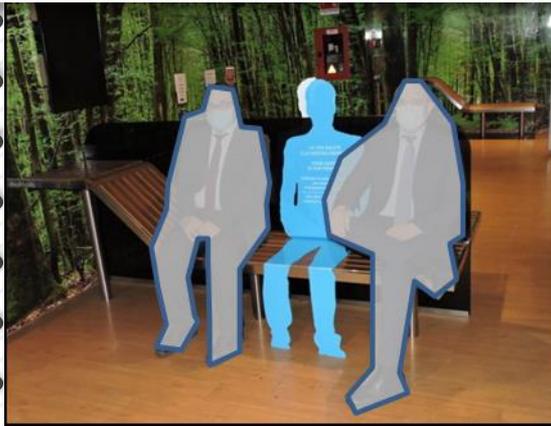


The Market area has been upgraded. Its redesign also optimized the space for the products on sale, which in turn has made it possible to set up areas for tray trolley storage



Quality Improvement Plan | CIA – actions in progress

CIAMPINO | CONTINGENCY COVID INTERVENTIONS



AGENDA

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Final Balance of Economic Regulation Agreement indicators:

Disclosure concerning putting quality surveys on hold



- ❑ Pursuant to the Italian **Prime Ministerial Decree of 9 March** which extended to the national level the provisions to fight COVID-19 spread, ADR **temporarily put on hold, since that same date, all surveys of perceived and delivered quality**, including those relevant to the Service Charter, the Economic Regulation Agreement (Annex 10) and the ASQ "Airport Service Quality" international *benchmarking* program conducted by ACI
- ❑ We reported the **suspension to ENAC's** Central Management on March 11. On 12 March this year ENAC sent a notice to all Italian airports, informing them that "*...it is possible to pause activities related to customer satisfaction surveys and the survey of the quality indicators of the 2020 Service Charter, without prejudice to the possibility of resuming such activities later in the year, as soon as, hopefully, the situation returns to normal*".
- ❑ Therefore, **the reporting takes into account the surveys carried out during the 1 July 2019 – 9 March 2020 period**. ADR will promptly resume the survey of airport processes as soon as normal airport operating conditions are restored

Final Balance of Economic Regulation Agreement indicators:

FCO | Year 3 – 2nd five-year period: July 2019 – March 2020



No.	Quality Indicators	Init of measurement	To	Weight	3-yr. goal 2 sub. (2019)	Jul 19 – Mar 20	STATUS
1	Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	d	15%	04:15	0:03:11	OK
2	Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	d	5%	26:40	0:18:57	OK
3	Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	d	10%	35:00	0:31:14	OK
4	Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	c	10%	86,3%	92,8%	OK
5	Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	c	10%	98,9%	99,9%	OK
6	Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	d	10%	10:05	0:08:03	OK
7	Waiting time in check-in line (*)	Waiting time in 90% of cases	d	5%	10:15	0:09:58	OK
8	Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	d	7%	03:08	0:01:41	OK
9	Perception of Wi-Fi connectivity within the terminal (*)	% satisfied pax	c	7%	79,0%	87,8%	OK
10	Clear, understandable and efficient internal signs (*)	% satisfied pax	c	7%	87,8%	96,0%	OK
11	Availability of operating info points (#)	TPHP/No. of info points	d	7%	15,50	15,2	OK
12	Availability of seats in airside area (#)	TPHP/number of seats airside	d	7%	2,04	1,87	OK

Exceeded the target of the summary indicator set at 4.3%

NB: * Data supplied by external, ISO-certified survey firms; (#) data supplied by ADR

Final Balance of Economic Regulation Agreement indicators:

CIA | Year 3 – 2nd five-year period: July 2019 – March 2020



No	Quality Indicators	Init of measuremen	To	Weight	3-yr. goal 2 sub. (2019)	Jul 19 - Mar 20	STATUS
1	Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	d	15%	05:07	5:00:00	OK
2	Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	d	5%	19:30	13:08:00	OK
3	Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	d	10%	25:25	21:17:00	OK
4	Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	c	10%	80,5%	89,9%	OK
5	Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	c	10%	98,6%	100,0%	OK
6	Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	d	10%	12:20	0:01:53	OK
7	Waiting time in check-in line (*)	Waiting time in 90% of cases	d	5%	18:50	15:09:00	OK
8	Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	d	7%	02:56	2:50:00	OK
9	Perception of overall comfort level in the terminal (*)	% satisfied pax	c	7%	76,5%	87,4%	OK
10	Clear, understandable and efficient internal signs (*)	% satisfied pax	c	7%	89,0%	94,9%	OK
11	Availability of operating info points (#)	TPHP/No. of info points	d	7%	28,50	33,1	KO
12	Availability of seats in airside area (#)	TPHP/number of seats airside	d	7%	5,10	2,20	OK

Exceeded the target of the summary indicator set at 5.2%

NB: * Data supplied by external, ISO-certified survey firms; (#) data supplied by ADR