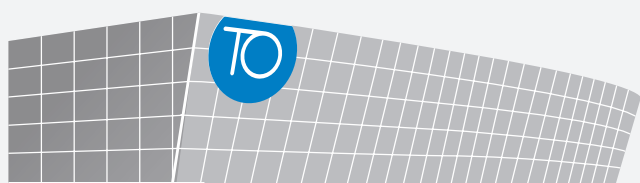




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# WELCOME

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*Dear Customer,*

We are pleased to present you with the Service Charter 2024 of Torino Airport, the annual agreement with our passengers, which documents our firm commitment to guarantee quality airport services and to operate with efficiency and continuity of service, in accordance with the principles of equality, impartiality and non-discrimination sanctioned by national and European law.

As the managing company of Torino Airport, SAGAT S.p.A. gives quality a cross-cutting role in all company processes and places the continuous improvement of the customer experience at the heart of its strategy.

We work every day to manage the airport system, a complex environment in which the passenger benefits from the services provided by the manager and a large number of third parties (handlers, refreshment facilities, shops, public transport services, car hire, car sharing companies, etc.) who contribute in different ways to the passengers overall satisfaction.

This is why we make sure that the experience of those who use the airport's services is the best possible, at every moment of their stay at the airport.

Constant monitoring of the quality delivered and perceived is an essential tool for planning, controlling, improving and reviewing our performance. As part of the measurement system required by ENAC regulations and certified according to ISO 9001:2015, we collected more than 39,000 data sets, including passenger interviews and performance observations, in 2023, which has just ended.

The Charter of Services 2024 presents last year's quality results and the targets we are aiming for this year. It is accompanied by a useful Service Guide and valuable information on the network of destinations served and is available on the website [www.torinoairport.com](http://www.torinoairport.com).

Have a nice flight from Turin!  
Quality Service SAGAT S.p.A.



# TURIN AIRPORT

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In 2023, Torino Airport broke all traffic records, handling 4,193,881 million passengers, exceeding the 4.5 million mark for the first time. In fact, 4,531,187 passengers were recorded in 2023, an increase of +14.7% compared to the pre-Covid period and +8% compared to 2022 (corresponding to +337,306 passengers).

This growth was driven by the strong recovery of the international segment, which recorded more than 2.33 million passengers in 2023, up +15.1% on 2019 and +18.7% on 2022.

Thanks to the opening of several new direct international routes during the year, Ryanair, which has been based in Turin since November 2021, contributed significantly to this trend. Indeed, in 2023, new routes to and from Alicante, Porto, Stockholm and Vilnius were launched, in addition to Volotea's new flight to and from Paris Orly. In addition to the new flights launched in 2023, there was also a recovery in snow traffic from the Northern European, Irish and UK markets, with a significant resumption of charter flights by skiers recorded both in the first quarter of the year and at the start of the season in December.

The top 10 international destinations were London, Paris, Barcelona, Madrid and Munich, followed by Tirana, Frankfurt, Amsterdam, Brussels Charleroi and Valencia. In terms of year-on-year growth, Tirana stands out with +76%, Brussels Charleroi with +67% and Munich with +47%. At national level, however, Catania is confirmed at the top of the list, followed by Rome, Naples, Palermo, Bari, Lamezia Terme, Brindisi, Cagliari, Olbia and Trapani complete the top 10.

In addition to the development of traffic and destinations offered, in 2023 Turin Airport also expanded its commercial and service offer to improve the passenger experience at the airport. In 2023, two new temporary retail outlets will open in the shopping gallery in the boarding area, broadening the commercial marketing mix offered by Turin Airport; a new catering outlet has also been added to complete the airport's food and beverage offer.

In terms of passenger services, the new Fun&Game area, dedicated to younger passengers, was inaugurated in the boarding area, with an arcade with 90's video games, pinball machines and table football on one side, and a variety of games for children to entertain themselves while waiting for their flight on the other. The nursery area has also been completely renovated and is dedicated to the youngest children and their families, who can find a private space to change and breastfeed their babies.

During the year, new charging stations were installed throughout the terminal, doubling the airport's equipment compared to the previous year, and the bandwidth of the free Wi-Fi connection throughout the terminal was increased. Finally, in terms of mobility services, a second bus company has been added in 2023 to the direct connections between the city of

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Turin and the airport, thus increasing the choice of intermodal transport for passengers. As of January 2024, a new direct rail link will be in operation with the Turin Porta Susa railway station, which can now be reached from the airport in just 31 minutes: the train will stop at some of the most interesting tourist destinations in the area, such as the Reggia di Venaria Reale, the Juventus stadium, the Lingotto exhibition centre, and continue directly to the Langhe, Monferrato and Roero, with stops in Alba and Fossano.

In the area of **environmental sustainability**, we would like to highlight the new photovoltaic plant on the roof, which will be inaugurated in July 2023 and is part of the Torino Green Airport project, a brand that brings together all the environmental sustainability initiatives already implemented or planned. The plant, which is the largest to be built in an Italian airport without occupying any land, is capable of generating 1,585 MWh of electricity in one year at full capacity, covering up to 12% of the airport's annual needs. Other major environmental initiatives completed in the last 12 months include the gradual replacement of the airport's fleet of ground handling vehicles with fully electric vehicles, enabling a 100% green turnaround process, and the launch of an electric ambulance. Another important milestone on the road to environmental sustainability was the achievement of the ACA-Airport Carbon Accreditation Level 3 'Optimisation' environmental certification at the end of 2022. Finally, as a partner in the European TULIPS project, dedicated to innovation for environmental sustainability in the aviation industry, Torino Airport has already installed a first photovoltaic system as part of a smart grid at the airport fire station.

Finally, 2023 has been a year of **important recognition** in the field of environmental sustainability: Torino Airport was named "Sustainability Leader 2023", the only airport among the 40 Italian companies with a turnover of up to 100 million euros selected by the independent research carried out by Il Sole 24 ORE and Statista. Torino Airport emerged as the winner among nearly 2,000 companies analysed and evaluated on the basis of 45 environmental, social and economic indicators. By assigning a score to each indicator, a total of 240 companies were recognised as the most sustainable and transparent in their reporting.

# THE FLIGHT NETWORK AND AIRLINES

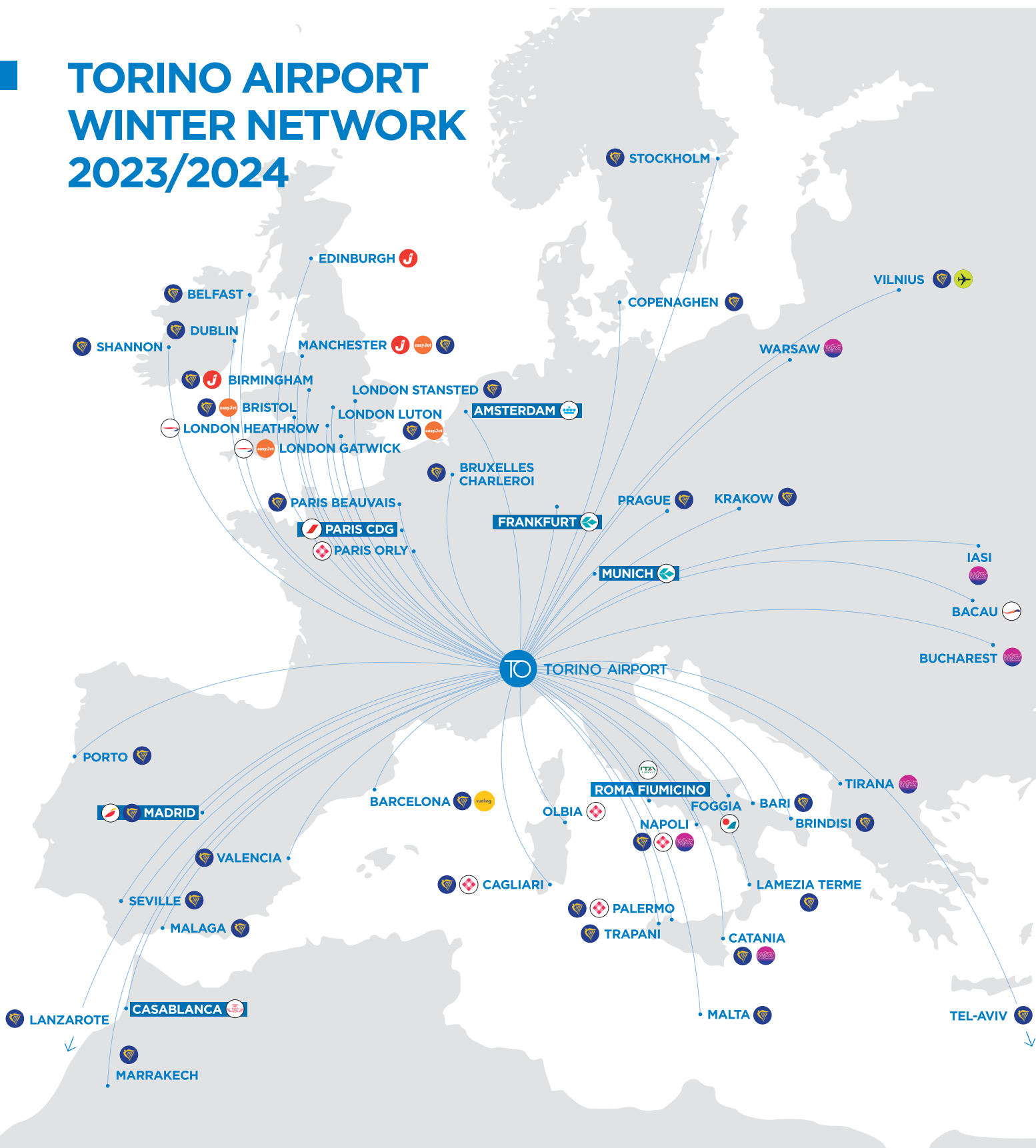
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The 2024 timetable for Turin Airport includes a network of 57 destinations, 42 international and 15 domestic, served by a total of 16 airlines.

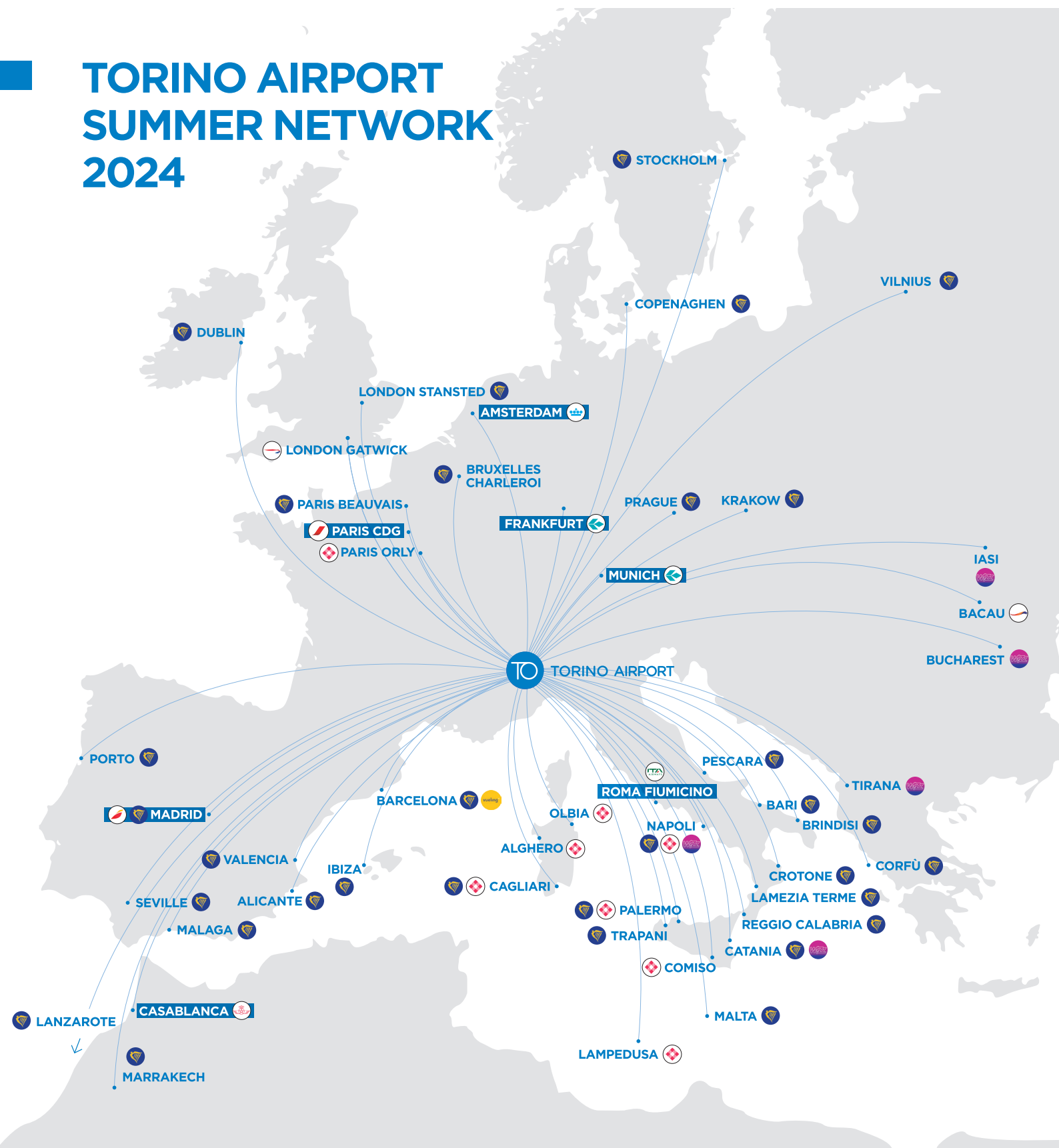
Below is a detailed map of the 2023/2024 winter and summer network, showing the destinations and the airlines operating.

The real-time updated flight schedule is available at [www.torinoairport.com](http://www.torinoairport.com).

# TORINO AIRPORT WINTER NETWORK 2023/2024



# TORINO AIRPORT SUMMER NETWORK 2024



# THE ACTIVITIES OF SAGAT S.P.A.

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The airport of Turin is one of the most important economic realities in Piedmont, employing about 3,000 people. SAGAT S.p.A. manages the entire airport area and is responsible in particular for.

- the design, construction and maintenance of air traffic infrastructures (e.g. runway and aprons);
- the design, construction and maintenance of infrastructures and buildings used by passengers and operators (terminals with associated commercial areas, car parks, offices and facilities);
- the management of the centralised infrastructures defined in Legislative Decree 18/99 (including embarkation and disembarkation piers, baggage handling facilities, airport computer systems and public information systems);
- Activities carried out in the airport area and entrusted to various economic entities (including restaurants, bars, shops, car rental companies, etc.).

According to the above mentioned D. Lgs. 18/99, handling **services** (i.e. the ground handling of passengers, cargo and aircraft) can be provided by external operators, subject to certification by ENAC (Ente Nazionale per l'Aviazione Civile), which provides ground handling services to airlines. At Turin airport there are two operators: SAGAT Handling S.p.A., a wholly owned subsidiary of SAGAT S.p.A., and Aviapartner S.p.A..

In its role as manager of Turin Airport, SAGAT coordinates the **Committee for the Regularity and Quality of Airport Services, as** required by ENAC Circular GEN-06. This committee is the body through which the airport management company, under the supervision of ENAC, activates a systematic dialogue with the representatives of the airport operators. The Committee's objective is to jointly identify the most appropriate actions to improve services, through regular monitoring of the airport's performance and regular meetings.

SAGAT is also responsible for **assisting passengers with reduced mobility**, in accordance with European standards on accessibility in air transport (EC Regulation 1107/2006).

These services, provided free of charge by SAGAT staff trained in accordance with the regulations in force, are described in the special section of the Turin airport website

<https://www.torinoairport.com/en/tofly/flights-informations/prm>





# QUALITY POLICY

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

We have given quality a transversal role in all the company's processes, placing the constant improvement of the customer experience at the heart of our strategy.

The Quality Policy is adopted as follows

- To provide excellent services in its own activities, interacting with institutions and commercial partners in a reliable and proactive manner.
- To exercise its supervisory role with authority, ensuring the quality of the “airport system” as a whole by raising awareness and intervening with airport operators;
- make the company's organisation increasingly efficient by training and updating human resources, raising awareness of quality issues and periodically reviewing its effectiveness;
- constantly monitor the indicators of the quality provided and perceived, also in terms of benchmarking with other airports, not only to keep the level of performance under control but also to seize new opportunities for improvement.
- operate in strict compliance with the regulations in force on quality of service and in accordance with the provisions of UNI EN ISO 9001:2015.



# HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM (SGSSA)

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SAGAT is a company certified according to the international standards of Health and Safety (ISO 45001:2018) and Environment (ISO 14001:2015).

By adopting and complying with the protocols and procedures of the HSE Management System (also known as the Health and Safety and Environment Management System - SGSSA), SAGAT manages with the utmost attention the aspects related to the health and safety of workers, fire prevention, hygiene and healthiness of buildings and various workplaces, environmental matrices (water, air, atmosphere and soil).

The HSE Management System - SGSSA is a strategic and transversal element for all the activities carried out at the airport: development activities, aeronautical operations, management of the services provided - directly or indirectly - design activities, construction and maintenance of infrastructures.

With regard to health and safety at work, the basic principles of the Management Company can be summarised as follows

- Compliance with general and specific regulations on accidents, safety and hygiene at work;
- Compliance with operating procedures and safety standards;
- Protect the health of workers and other persons who work at the airport in various capacities;
- Preventing accidents and occupational diseases;
- Promoting healthy lifestyles and behaviour at work;
- Promoting correct and responsible behaviour to protect safety.

On the other hand, in the area of the environment, the focus is on the Environmental Protection Plan, which lists the environmental indicators for which the management company is committed in order to achieve its improvement objectives, as well as a description of the activities and instrumental investments aimed at achieving these objectives.

On the other hand, in the environmental field, the focus is on the Environmental Protection Plan, which presents the environmental indicators for which the management company is committed in order to achieve its improvement objectives, as well as a description of the activities and instrumental investments aimed at achieving these objectives.

Taking into account the current state of the environmental matrices present on the airport site, as well as the results already achieved in the organisational and infrastructural reality of the airport thanks to the Environmental Management System and the Energy Management System, a series of indicators linked to specific investments have been identified that correspond to the effective and priority needs for environmental improvement at the airport.

The monitoring of environmental indicators is also specifically carried out through the plans for the prevention and management of rainwater from the runway and aircraft aprons.



# THE ENERGY MANAGEMENT SYSTEM

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The Energy Management System of Turin Airport is certified by DNV-GL according to ISO 50001:2018; in 2023 the certification was maintained following the periodic surveillance audit.

In 2023 the percentage of electricity purchased from renewable sources (certificates of guarantee of origin - GO) was equal to 100% of consumption and overall energy consumption was reduced by 11% compared to the previous year.

From the second half of 2023 is active the new photovoltaic plant with a peak power of 1.6 MW for self-production of electricity.

Vehicle fleet renewal continues with the purchase of hybrid or full electric electric vehicles, with the aim of improving environmental standards by reducing exhaust emissions from vehicles operating at the airport.

Turin Airport is accredited at Level 3 (Optimization) of the Airport Carbon Accreditation program promoted by Airports Council International (ACI). Airport management companies have been certified to have met the CO2 reduction targets set for carbon neutrality.

Turin Airport, within the European Consortium TULIPS (Demonstrating lower polluting solutions for sustainable Airports across Europe), is completing the construction of the pilot plant to test hydrogen as a storage system of electricity produced by photovoltaic. Commissioning is expected in the first quarter of 2024.

In 2023 SAGAT participated in the activities of AZEA (Alliance for Zero-Emission Aviation), involving different realities of the industrial ecosystem of air transport with the aim of promoting the introduction of renewable fuels for airports and airlines.

Participation in international initiatives is a fundamental step towards NetZero 2050: the commitment of the SAGAT Group to reduce carbon dioxide emissions from operations under its control to zero by 2050 and to ensure the climate neutrality of airport operations.

## SERVICES FOR PASSENGERS

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
TRAVEL SECURITY	Overall security control service of people and hand luggage	% satisfied passengers	99,8%	97,5%
PERSONAL AND PROPERTY SECURITY	Overall level of personal and property security at the airport	% satisfied passengers	100,0%	97,0%
REGULARITY AND PUNCTUALITY OF THE SERVICE	Overall flight punctuality	% on-time flights / Tot. departing flights	70,7%	78,0%
	Total baggage left behind pieces	N°mishandled baggage/1,000 departing pax	0,42	0,83
	Waiting time for first baggage claim	Time in minutes calculated from the block-on of aircraft to delivery of the first bag in 90% of cases	20:07	21:15
	Waiting time for last baggage claim	Time in minutes calculated from the block-on of aircraft to delivery of the last bag in 90% of cases	27:15	27:16
	Waiting time on board for first passenger disembarkation	Waiting time from block-on in 90% of cases	03:24	03:55
	Overall regularity and punctuality of the service received at the airport	% satisfied passengers	99,9%	98,5%
CLEANLINESS AND HYGIENIC CONDITIONS	Level of cleanliness and toilets functionality	% satisfied passengers	90,8%	90,0%
	Level of airport cleanliness	% satisfied passengers	99,7%	97,0%

## SERVICES FOR PASSENGERS

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
COMFORT IN AIRPORT STAY	Availability of luggage trolleys	% satisfied passengers	99,3%	97,0%
	Efficiency of passenger transfer systems (escalators, elevators)	% satisfied passengers	98,4%	97,0%
	Efficiency of climatization systems	% satisfied passengers	99,2%	97,0%
	Overall level of comfort in the terminal	% satisfied passengers	99,7%	97,5%
ADDITIONAL SERVICES	Connectivity of free wi-fi in the terminal	% satisfied passengers	99,1%	92,5%
	Availability of charging stations for mobiles/laptops in public areas	% satisfied passengers	99,2%	91,0%
	Time compatibility of bar opening hours with airport opening	% arriving/departing flights compatible with bar opening hours in the respective areas	100,0%	100%
	Perception on the adequacy of smoking rooms, where present	% satisfied passengers	93,9%	91,8%
	Perception of the availability of free drinking water dispensers, where present	% satisfied passengers	92,1%	87,0%
	Availability / quality / prices of Shops / Newstands	% satisfied passengers	95,1%	96,0%

## SERVICES FOR PASSENGERS

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
ADDITIONAL SERVICES	Availability / quality / prices of Bars / Restaurants	% satisfied passengers	96,5%	96,5%
	Availability of vending machines providing drinks and snacks	% satisfied passengers	99,3%	96,5%
CUSTOMER INFORMATION	User-friendly and updated website	% satisfied passengers	99,8%	96,0%
	Efficiency of operational information points	% satisfied passengers	99,9%	96,0%
	Clear and easy to understand interior signage	% satisfied passengers	99,3%	96,0%
	Professionalism of personnel (infopoint, security)	% satisfied passengers	99,8%	97,5%
	Overall perception on the effectiveness and accessibility of public information services (monitor, announcements, internal signage)	% satisfied passengers	99,4%	97,5%
DESK/CHECKPOINT SERVICES	Perception on the ticket service	% satisfied passengers	100,0%	97,0%
	Waiting time at check-in	Waiting time expressed in minutes in 90% of cases	02:03	04:55

# SERVICES FOR PASSENGERS

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
DESK/CHECKPOINT SERVICES	Perception on waiting time at check-in	% satisfied passengers	99,4%	97,0%
	Waiting time at security checks	Waiting time expressed in minutes in 90% of cases	04:49	05:00
	Perception on waiting time at passport control	% satisfied passengers	98,9%	95,5%
MODAL INTEGRATION	Clear and easy to understand external signage	% satisfied passengers	99,0%	96,0%
	City/airport connections	% satisfied passengers	93,3%	90,0%

# SERVICES FOR PASSENGERS WITH REDUCED MOBILITY

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
EFFICIENCY OF ASSISTANCE SERVICES	For departing booked PRM: waiting time to receive assistance, at one of the designated points at the airport	Waiting time in minutes in 90% of cases	03:20	03:45
	For departing non booked PRM: waiting time to receive assistance, at one of the designated points at the airport	Waiting time in minutes in 90% of cases	03:22	06:55
	For arriving booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	03:47	04:00
	For arriving non booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	03:48	06:55



## SERVICES FOR PASSENGERS WITH REDUCED MOBILITY

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
PERSONAL SAFETY	Perception of the state and functionality of means and equipment provided	% satisfied PRM passengers	99,7%	97,5%
	Perception of the adequacy of personnel training	% satisfied PRM passengers	99,9%	97,5%
INFORMATION AT THE AIRPORT	Accessibility: number of essential information accessible to people with visual, aural and motion disabilities compared to the total number of essential information	% informazioni essenziali accessibili sul numero totale delle informazioni essenziali	100%	100%
	Completeness: number of information and instructions related to the services offered, available in an accessible format compared to the total number	% information/instructions, in accessible format on the total number of information/instructions	100%	100%
	Perception on efficiency and accessibility of the information, communications and airport's internal signage	% satisfied PRM passengers	98,9%	97,5%
COMMUNICATION WITH PASSENGERS	Number of the responses provided in due time compared to the total number of requests for information received	% responses provided in due time on the total number of requests	100,0%	100%
	Number of complaints received compared to the total traffic of PRM	% complaints received on the total traffic of PRM	0,02%	0,03%

# SERVICES FOR PASSENGERS WITH REDUCED MOBILITY

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2023	TARGET 2024
COMFORT IN AIRPORT	Efficiency of assistance to PRM	% satisfied PRM passengers	99,7%	99,5%
	Usability and accessibility to airport services: carpark, call system, dedicated areas, toilets, etc	% satisfied PRM passengers	96,9%	90,0%
	Dedicated areas (e.g. Sala Amica)	% satisfied PRM passengers	100,0%	97,5%
RELATIONAL AND BEHAVIOURAL ASPECTS	Courtesy of personnel (infopoint, security, staff dedicated to special assistance)	% satisfied PRM passengers	99,0%	97,0%
	Professionalism of personnel dedicated to PRM	% satisfied PRM passengers	99,9%	97,5%

## KEY TO COLORS

 **Value expressed in terms of customer satisfaction.** The passengers answer with a valuation on a scale of 1 to 6 (1 = very bad, 6 = excellent); it has been calculated the total of only positive feedback (4,5 and 6) on the total number of positive and negative responses.

# CHARTER OF PASSENGER RIGHTS

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In the event of complaints concerning the inefficiency of air transport, the passenger must contact the airline that issued the ticket and/or the tour operator with whom the transport contract was concluded.

You can also consult the section on passenger rights on the ENAC website [www.enac.gov.it/en/passengers](http://www.enac.gov.it/en/passengers)

ADR (**A**lternative **D**ispute **R**esolution) - Passengers who have suffered inconvenience as a result of non-compliance with Regulation (EC) No 261/2004 on denied boarding, cancellation or long delay of flights and Regulation (EC) No 1107/2006 on the protection of disabled passengers or passengers with reduced mobility may seek conciliation through the ConciliaWeb platform on the website of the Transport Regulatory Authority, without prejudice to the possibility of sending complaints to ENAC for the sole purpose of sanctioning.



## Suggestions, reporting and complaints

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Passenger satisfaction is one of our priorities and we take every report into consideration as it helps us to improve the quality of our services.

In the event of inefficiencies attributable to the Airport Management Company, we can be reached at:

- e-mail: [mailbox@sagat.trn.it](mailto:mailbox@sagat.trn.it)
- website: <https://www.torinoairport.com/en/sagat/group/company/contacts/contact-module>
- TORINO AIRPORT - SAGAT S.p.A.

Strada San Maurizio 12 10072 Caselle T.se (TO)

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### CONTACTS

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Quality Service  
Ph. +39 011 5676356  
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### SERVICE CHARTER 2024

Coordination  
SAGAT S.p.A. Torino Airport

February 2024

