

# **SERVICE CHARTER** 2025













## **INDEX**

Service Charter 2025	Pag. 3
Geasar Group	4
The Integrated Management System (Quality, Environment and Safety)	
and the ASQ Project (Airport Service Quality)	
Geasar Group commitment to the Environment	<i>6</i>
Our values	7
Projects and activities benefiting the territory	8
Eccelsa Aviation Srl	9
Cortesa Srl	10
Cortesa Food&Beverage services	1
The Terminal and Technical Data Sheet	12
The Network 2025	13
Useful travel services	]∠

"Customer Experience" Services	16
Services for passengers with disabilities or reduced mobility (PRM)	19
Legend - Services Map	21
Services Map	22
Car Parking Map	24
Opening hours	25
Useful numbers	26
How to reach the Airport: map of the area with access routes	27
How to reach the Airport: information on urban and extra-urban connections	28
Monitoring of Airport Service Quality Indicators 2024 (ENAC GEN 06 circular)	29
Monitoring of PRM Service Quality Indicators 2024 (ENAC GEN 02 B circular)	32
Complaints and Suggestions	35
Contacts	36



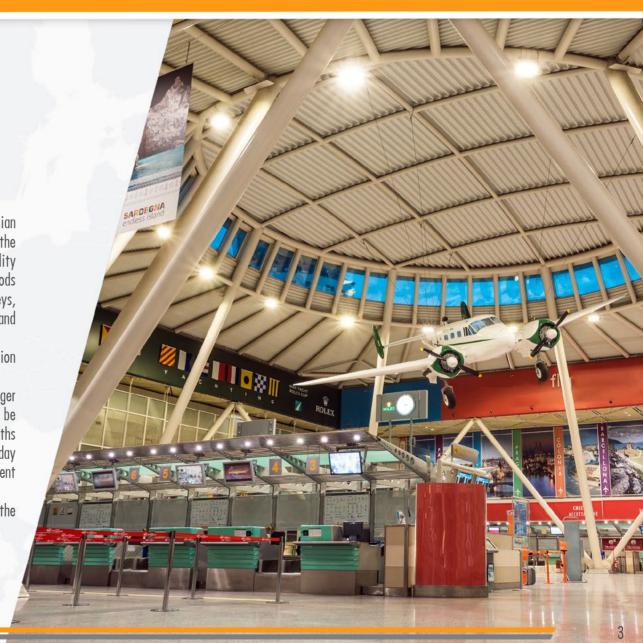
## **SERVICE CHARTER 2025**

The Service Charter is drawn up in compliance with the **Guidelines issued by ENAC** (Italian Civil Aviation Authority) and described in *circular GEN 06 of 31-10-2014*. According to the methodology indicated in the aforementioned circular, the process of monitoring the quality standard of the services provided at Olbia Airport is carried out during the different periods of the year (low, medium and high season) through both quantitative and qualitative surveys, in order to measure both the quality perceived by passengers on the different services and the quality actually provided by the Manager.

The traffic recorded in 2024 was very consistent: Olbia Airport almost reached 4 million passengers (3.852.279 passengers recorded in 2024).

The positive fact is that it was possible to deseasonalise, with constant growth in passenger traffic even in the shoulder months (April, May and October). But the peak continues to be concentrated in the months of June, July, August, September, and in particular in the months of July and August, with an extreme concentration on some days of the week (Saturday and Sunday) and in some time slots of the day (Saturday and Sunday), in which the current infrastructure of the Airport sometimes suffered.

However, the performance recorded and the perception declared by the passenger on the Quality of airport services recorded overall very positive and satisfactory values.





### **GEASAR GROUP**

www.geasar.it

**Geasar S.p.A.**, the managing company of Olbia Airport, was established in 1985 and became operational in March 1989 when it obtained the assignment of the airport and its surrounding areas. In September 2004, after 15 years of activity, it obtained the forty-year concession entrusting Geasar with the total management of the Airport.

The shareholding structure of Geasar S.p.A., Olbia Airport Management Company is so composed:

- **F2i Ligantia S.p.A.** 79,8%
- Sassari Chamber of Commerce 10%
- Nuoro Chamber of Commerce 8%
- Regione Autonoma della Sardegna 2%
- Consorzio Costa Smeralda 0,2%

With the granting of the Forty-year Concession, Geasar confirms its role as total manager of both operational and management activities carried out in Olbia airport, including these: the design, maintenance and development of airport infrastructure; airport security; Handling services (ground handling services for passengers, for scheduled and charter aircraft); operational management of airport processes and procedures; Management of Integrated System of Quality, Environment and Safety; Realisation of Service Chart (CDS); Supervision of activities of datas collection, analysis and processing concerning the quality level of services offered; Management of Complaints and Suggestions and Customer Service; Customer Service and Customer Experience.

Wholly-owned subsidiaries are part of the group:

- **Eccelsa Aviation S.r.l.** carries out ground handling activities for passengers and private aircraft, through a terminal dedicated to General Aviation, redesigned in June 2009;
- Cortesa S.r.l. directly manages the commercial activities related to car parks and shops selling typical Sardinian and Italian products (KaraSardegna, KaraSardegna.it and Karaltaly). It also fully manages all the Food&Bevarge activities existing in the airport, and the in-flight catering service for private flights. Finally, it manages the commercial areas of the airport and the subleases granted to other commercial activities;
- Alisarda Real Estate S.r.l. manages its real estate assets by leasing commercial and aviation properties.





## THE INTEGRATED MANAGEMENT SYSTEM (QUALITY, ENVIRONMENT AND SAFETY) AND THE ASQ PROJECT (AIRPORT SERVICE QUALITY)

Geasar S.p.A. has been equipped since 2010 with an Integrated Quality, Environment and Safety Management System, developed with reference to the requirements of UNI EN ISO 9001:2015 (Quality), UNI EN ISO 14001:2015 (Environment), UNI EN 45001/2018 (previously OHSAS 18001 - Occupational Safety). Therefore, Geasar is periodically audited by an accredited certification body (DNV - Det Norske Veritas), which each year reconfirms the compliance of the System with the requirements imposed by the Standard and certifies that the Company is capable of providing a service that meets the highest quality standards and at the same time respects the environment, the local community and safety in the workplace. The Integrated Management System (Quality, Environment and Safety) is an optimal tool for implementing an Integrated Policy, which guides the Company Functions in pursuing objectives aimed at the continuous improvement of the Organization's performance, from an environmental, economic and social point of view. The objectives and targets are annually defined and verified through the Management Review, just as the adequacy of the policies relating to the Quality, Environment and Safety system is assessed annually. The application of an Integrated Policy also makes it possible to optimise any preventive and/or corrective actions in company processes. In addition to complying with the European UNI EN ISO standards, Geasar has integrated its Quality, Environment and Safety management system with the international IFC STANDARDS (International Finance Corporation defined by the World Bank Group), thus further expanding its vision already oriented towards respecting the environment, the local community and all the people who are part of it.

Since 2022, Olbia Airport has been part of the ASQ (Airport Service Quality) programme – "Main Departures" side, a service quality monitoring program promoted by ACI EUROPE that evaluates and compares the performance of over 350 participating airports worldwide, through a standardized questionnaire distributed to departing passengers, both domestic and international. Passengers, interviewed according to the sampling logic established by ASQ, have the opportunity to evaluate the quality standard of a wide range of services available at the airport and to express their overall satisfaction with the customer experience.

Olbia Airport's objective is to carry out a total of 1,500 questionnaires per year, evenly distributed over the four quarters. The *benchmarking* activity allows Geasar to be inspired by advanced airport realities around the world and to set challenging goals for its own reality. The "customised panel" of 30 airports selected by Olbia for a more direct comparison includes Alghero Airport and all the other Italian airports belonging to the F2I Fund.

For the Geasar Group, customer satisfaction is an element to be monitored in order to set targets for continuous improvement in all areas of detection.

In 2024, the target set in the Sustainability Plan to reach the highest level of the programme (on a scale of 1 to 5) was achieved, with an overall customer satisfaction score of 4.











## **GEASAR GROUP COMMITMENT TO THE ENVIRONMENT**

The commitment of our Group (Geasar spa, Cortesa srl, Eccelsa Aviation srl and Alisarda Real Estate) is to pursue an environmental policy of continuous improvement in the design, construction and management of airport infrastructures, minimising, where technically possible, the environmental impacts resulting from the specific activities of our companies. As a matter of fact, we are sure that respect for the environment must be more and more a pillar of our management strategy, in order to contribute both to the wellbeing of the people living near the airport and to meet the more general needs of the planet. We have therefore implemented an environmental management system certified according to the international reference standard UNI EN ISO 14001:2015, in order to more effectively identify and monitor direct and indirect environmental impacts and, integrated into the decision-making process, the expectations of the IFC (International Finance Corporation) and GRI (Global Reporting Initiative), international organisations that set standards of sustainable performance reporting of companies and organizations of any size, from any sector and country in the world. During 2024, for example, treated water from the airport purification plant was used to irrigate green areas and municipal waste sorting maintained the target of 84% of generated waste; in addition, efforts to reduce single-use plastic at the airport continued and a Plastic free approach was adopted not only in all airport offices, but also at the air terminal through the active role of passenger information declined by the mark "keep-it", especially in the Food&Beverage areas. The Group's commitment to sustainable development and its economic, social and environmental achievements are described and published annually in the Sustainability Report. We have also joined the Airport Carbon Accreditation programme, promoted by ACI Europe (Airports Council International), which foresees 7 levels of accreditation (level 1 Mapping, level 2 Reduction, level 3 Optimisation, level 3+ Neutrality, level 4 Transformation, levl 4+ Transition, and level 5 set on December 2023 during COP28), and renewing its commitment in 2024 to the 3<sup>rd</sup> level 'Optimisation': this milestone certifies our commitment to the effective reduction of Greenhouse Gas (GHG) emissions, whose reporting perimeter, for this level, also included those indirectly controlled by the airport (so-called Scope 3), for which stakeholder engagement was necessary. In order to achieve the final goal of level 5 of "Transition" and to adapt to the changing regulatory environment, we have prepared a five-year sustainability plan in line with the Group's material issues and the SDGs (Sustainable Development Goals) that provides for interventions including: the installation of photovoltaic systems, the replacement of our fleet of vehicles used in the forecourt powered by fossil fuels with electric vehicles, the decommissioning of diesel-powered thermal power plants and the replacement of these with new air conditioning systems, the construction of charging stations in the forecourt for new electric cars, and the implementation of a system for the constant monitoring of consumption. In addition, in support of the Sustainability Plan, Olbia Airport is among the signatories of the "Toulouse Declaration," the European document that reinforces the aviation industry's commitment to zero emissions. With the intention of engaging stakeholders in a concrete commitment geared toward respecting and safeguarding the environmental heritage, the Airport engages in partnership and collaboration activities with the territory, as well as awareness campaigns aimed at passengers, airport and local community. In 2024, for example, the major awareness issues related to safeguarding resources, reducing environmental impacts, and protecting the environment.

**SERVICE** 

CHARTER 2025

Cosa fa l'Aeroporto di Olbia



### **OUR VALUES**

A governance model based on social, environmental and economic sustainability has been adopted by Geasar. All activities proposed by the company are based on the following principles:

• to characterise the quality of services in terms of hospitality, courtesy and security, confirming the central role of the customer and the constant search for his/her satisfaction, by analysing their needs and creating innovative and high quality services that meet and anticipate his/her expectations and transform the journey through the airport into an experience full of pleasant moments ("Customer Experience");

• to adopt a culture of continuous improvement of human resources through constant training and involvement and ensuring the continuous updating and professional growth of individual Human Resources;

• to directly involve employees in business processes, to encourage lively communication with management and to establish a serene and pleasant business climate, also through initiatives based on a reward system (e.g., the "Customer Experience Award") that stimulates employees to give their best and to keep improving theirselves;

• to support gender balance and among all kinds of diversity at all levels of the company, promoting gender equality and inclusion;

• to ensure compliance with the fundamental principles of equality, impartiality and non-discrimination in the application of the right to mobility, in accordance with the *Prime Ministerial Decree of 30.12.1998 (Mobility Charter)*;

• to ensure passengers' rights, as provided for in EC Regulation No. 261/2004 of the European Parliament, which establishes common rules on compensation and assistance to passengers in the event of denied boarding, flight cancellation or long delay (available on the Geasar website at www.geasar.it/en/passenger-guide/passenger-rights and in the special Totems present in the terminal);

• to guarantee the access to air transport and facilitate the fruition of airport services for Passengers with disabilities or Reduced Mobility (PRM), according to EC Regulation No. 1107/2006 (available on the Geasar website at www.geasar.it/en/passenger-quide/special-assistance);

- to ensure the health and safety of employees within the workplace;
- to limit the impact on the environment of airport activities, as well as the movements of the entire airport community;
- to promote the development of the airport in harmony with the territory and with respect for the environment.





## PROJECTS AND ACTIVITIES BENEFITING THE TERRITORY

In full observance of these principles, Geasar promotes and implements in favor of the local community a series of projects that have positive repercussions on the territory in terms of cultural, business and social development, but also a series of fun and sports activities and entertainment:

the "Airport Educational" project, designed and implemented together with ENAC: guided tours inside the Airport, aimed at schools of all levels in Olbia and surrounding areas, to bring children closer to the reality of air transport and promote mobility among young people;

professional orientation activities aimed at high school students, for the presentation of the professional figures available within the companies of the Geasar Group;

activation, in collaboration with the various Scholastic Institutes in the territory, of pathways for transversal skills and orientation (PCTO), within which the companies of the Geasar group host high school students in different business areas;

activation, in collaboration with the Olbia University Pole, the University of Sassari and other universities, of both curricular and extracurricular internship paths, within which the companies of the Geasar group host university students in different business areas; photography exhibition, cultural meetings and musical events;

organization of a series of entertainment events directed to the local community, for example, during the Christmas holidays (Santa Claus village; Cinema in the Clouds; exposure of cribs, etc.) or during the Carnival vacations (masked party, etc.);

collaboration with a number of local sports associations of various disciplines, which during the off-season can make use of some of the Aerostation spaces located in Land Side, to train, weekly, the teams with their younger athletes, or to organize competitions, seminars or sports events aimed at the entire local community.

Since 2018, Geasar creates and publishes an annual Sustainability Report, which clearly highlights the Group's economic, social and environmental achievements and shows the commitment pursued in favour of sustainable development, with the aim of creating value not only for our organisation, but also for the entire local community and all those who are part of it.









## **ECCELSA AVIATION S.R.L.**

Eccelsa Aviation is a company 100% controlled by Geasar, established in 2007 to offer a high auality service to private aviation.

Handling operations are managed 24 hours a day, 7 days a week on a 10-hectare apron entirely dedicated to private flights, with a range of high international standard services offered to passengers and crews from all over the world.

Eccelsa, directly or through specialised companies, also offers aircraft maintenance, cleaning and detailing of aircrafts, hangarage, air taxi and heli-taxi rental, yacht rental, hotel booking, limousine service, in-flight catering in collaboration with its 'sister' company specialising in high quality catering, Cortesa Srl, as well as full assistance for all tourist services.

The elegant terminal, inaugurated in 2009, is highly appreciated for its comfort, functionality and architectural qualities, and offers large lounges, fully equipped conference rooms, offices, café bars, and shops offering high quality products.

Eccelsa Aviation Srl complies with the requirements of the quality and environmental management standards ISO 9001/2015 and ISO 14001/2015.





## **CORTESA S.R.L.**

Founded at the end of 2006 and wholly controlled by Geasar, it was created to diversify the Group's fields of operation away from the airport business. Cortesa, which operates on the two terminals of Costa Smeralda airport and Alghero airport, is under the Group's quality system for environmental management standards ISO 14001 and service quality ISO 9001.

Cortesa has several lines of development:

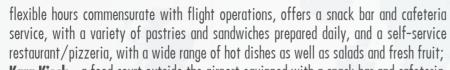
- parking services, where it manages 8 parking areas with a total of more than 2,000 parking spaces for the public, operators and the bus companies, car rental with driver and car hire.
- the Retail sector: with three physical shops under Karasardegna brand dedicated to Sardinian food and wine excellences and ISOLA artistic handicrafts (two located inside the main terminal and another one inside the Eccelsa general aviation terminal); with a shop called Karaltaly dedicated to the best food and wine typical of the Italian regions; with www.karasardegna.it, an e-commerce website that hosts the suppliers of the physical shops and a marketplace that expands the range of suppliers to capture also an extensive selection of small companies with high-quality local products.
- the Food &Beverage sector, which includes the management of all the refreshment areas
  at the airport, which offer a wide and variegated range of products and services aimed
  at efficiently and quickly satisfying customers' needs, who are increasingly oriented
  towards 'Healthy Food' products and more and more attentive to enhancing the origin
  and organoleptic properties of food.

#### In Land Side Area:

• Kara Food - located at the main entrance to the terminal, open all year-round with



## **CORTESA FOOD&BEVERAGE SERVICES**



- Kara Kiosk a food court outside the airport equipped with a snack bar and cafeteria, grill, pizzeria with wood-burning oven and outdoor cocktail area, with waiter service available:
- Meet and Greet a snack bar located in the arrivals area next to the Infopoint Office, grab&go type;
- **Grain and Grapes** a food court located in the departures area near the check-in area, offering fast food and cafeteria service.

In Air Side Area (after security check):

- **Kara Cafè** located in the center of the boarding area, open all year-round with flexible hours according to flight operations, it offers a snack-bar and cafeteria service, with different varieties of pasta and sandwiches daily prepared; it also has a pizzeria and a corner dedicated to the first Italian Flagship of Ichnusa beer;
- **Time in Jazz** the food court dedicated to the international music Festival of the same name that takes place every year in Berchidda, a small Gallurese town and hometown of the famous Jazz musician Paolo Fresu. Snack bar with a wide range of gourmet sandwiches, salads, poke salads, regional and traditional pastries;
- **Fish and Wine** the restaurant offers a special concept dedicated to seafood lovers. It offers seafood salads, fresh pasta with sauces paired with the local catch, and elegant

table service:

- **Fasty** located in the boarding area on the ground floor, offering fast food, entirely self-service and take-away; grab&go type;
- **Kara Ice-Gelateria** In partnership with "Carte d'Or", offers a wide selection of different flavors including creams and fruits of excellent creamed ice cream.

#### At the **General Aviation**:

Inflight catering service - Cortesa Restaurant - the high-profile In-flight catering service. A multilingual Staff and an entire Kitchen Brigade with international experience, dedicated exclusively to meeting the demands of a demanding luxury and intercontinental clientele, who transit and stop in the General Aviation Terminal.







## THE TERMINAL

Olbia Airport is composed of two Passenger Terminals.

**Terminal T1** is open every day of the year, including holidays, 24 hours a day.

In order to offer passengers the opportunity to spend their waiting time in maximum comfort, the Passenger Terminal covers a total area of 43.500 square meters.

Its architecture, elegant and modern, integrates perfectly with the Sardinian landscape in order to emphasize the peculiarities of the region as much as possible.

**Terminal T2** is dedicated to passenger and baggage check-in activities of charter flights.

The **Car Parks** cover a total area of 25.000 square meters, with 8 different parking areas totaling more than 2.000 slots for the public, the employees and bus, chauffeur and car rental companies.

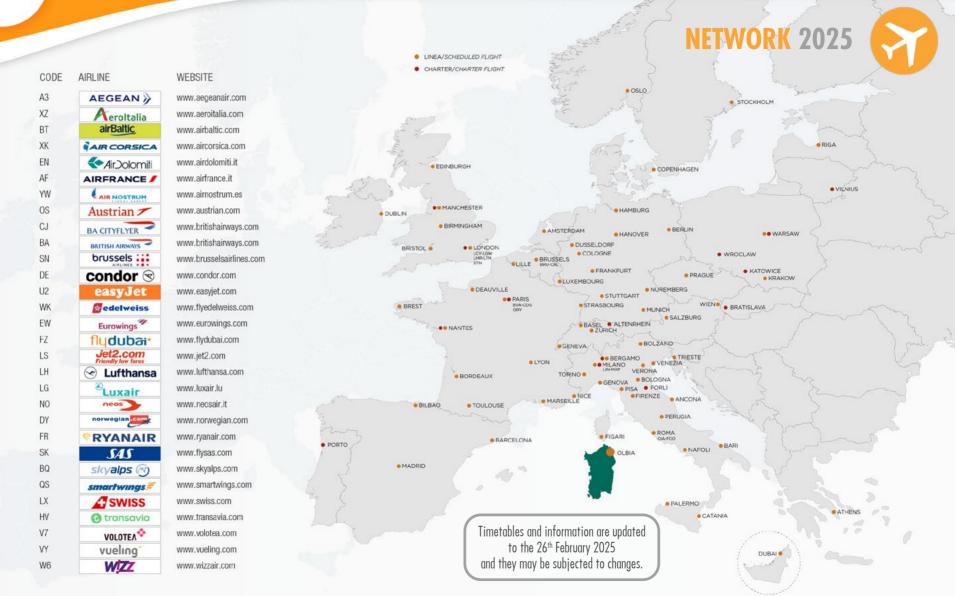
### **TECHNICAL DATA SHEET**

Check-in desks T1	31
Check-in desks T2	12
Fingers	5
Gates	16
Airplane stands (26 apron 1, 31 apron 2	79 2, 22 apron 3)
Heliport	1
Air terminal surface	43.500 sqm

Areas inside the air terminal open to the public	17.095 sqm
Car Parks	25.000 sqm
No. of paid parking slots No. Free car parking slots reserv passenger with reduced mobility	
Automatic cash machines  1 pay station with supervised b Possil	3 in long stay sector 1 in short term exit 1 in long stay exit ox at central car parking bility of online purchase









#### **REQUIRED DOCUMENTS**

A valid ID card or passport will be required at check-in and boarding. You must present your boarding pass at the security checkpoint. Depending on the destination, additional documentation may be required in accordance with current immigration regulations.



#### **PASSPORT CONTROL**

Passport control is provided for those arriving from an Italian destination or a Schengen country and departing to a non-Schengen country and vice versa. Passport control is also provided for passengers in transit from non-Schengen countries to all destinations.



#### **UNACCOMPANIED MINORS**

For information on rules applying to children flying as unaccompanied minors, please contact your airline or travel agent. Rules for taking children abroad are published on the Italian police website www.poliziadistato.it.

### **USEFUL TRAVEL SERVICES**

Geasar provides passengers with a wide range of airport services to make the most of their journey, both on departure and arrival at Olbia airport.

#### **CUSTOMS AGENCY AND TAX REFUND**

The offices of the Customs Agency are located in the arrivals area of the Terminal. Passengers resident or domiciled outside the European Union can obtain a VAT refund on the sale of goods purchased in Europe. The refund request must be handed in at the tax refund point in the departure area of the airport. There are always customs or currency controls on arrival.

Phone +39 0789 69494. For more information: www.adm.gov.it/portale/en/home.

#### **INFO POINT**

The Information Office is located inside the air terminal, in the arrivals area.

The service is guaranteed every day from 8.00 a.m. to 11.00 p.m.; during the summer peak period the hours are extended according to flight operations.

Our multilingual staff is available to assist passengers with all their needs, through the counter and the various communication channels:

INFOPOINT - Olbia Costa Smeralda Airport

ph. +39 0789 563 444 - Whatsapp (messages only, no voice calls) +39 345 1542636

live Chat at www.geasar.it/en - mail info@geasar.it

#### **LUGGAGE STORAGE**

Luggage storage is located inside the terminal in the arrivals area. It is guaranteed every day from 8 a.m. to 11 p.m. The service is manned and guarded and a security seal is applied to the luggage to guarantee against tampering and possible theft, offering customers maximum security.

INFOPOINT - Olbia Costa Smeralda Airport - tel. +39 0789 563 444 - mail info@geasar.it









#### **LOST&FOUND - LOST LUGGAGE AND ITEMS**

In the event of lost and/or damaged baggage, please go to the Lost&Found desk located in the arrivals area near the baggage reclaim belts, where a file will be opened to search for your baggage or for reimbursement of damaged baggage. You can monitor the status of lost luggage for which a search is underway by clicking on the following link:

#### www.geasar.it/en/airport-guide/lost-and-found

For more information: INFOPOINT - ph. +39 0789 563456 - mail lostandfound@geasar.it



#### **TICKET OFFICE**

Inside Olbia Costa Smeralda Airport, the Geasar airline ticket office is available, located in the departures area, near the check-in desks, which provides the following services: airline ticketing, payments due for excess baggage and various assistance. It is open every day and operates continuously from 05:00 until the last departing flight.

#### **LUGGAGE WRAPPING SERVICE**

Located next to the check-in desks, the service (for a fee) allows you to wrap your luggage to ensure safer transport.



#### **EXTRA-SIZE BAGGAGE**

A service offered to all passengers travelling with animals, special and/or oversized luggage (such as sports equipment) carried out by dedicated and specialized personnel for loading on board the aircraft in total safety and comfort for the customer.

#### **LUGGAGE TROLLEYS**

The baggage trolleys available to passengers are free of charge and can be collected by inserting a 50 cent, 1 euro or 2 euro coin, which will be returned upon release at the various collection points located inside and outside the terminal. To make things easier for passengers, a coin payment service is available in the Air Side, next to the baggage reclaim belts.



#### **AIR HEALTH**

USMAF Porto Torres Offices - +39 335 7262831 Roma Offices - +39 06 59944824 / +39 06 59949142

You are advised to visit www.viaggiaresicuri.it for prophylaxis measures to follow depending on your travel destination.



#### **FIRST AID**

The Emergency Department guarantees medical assistance with 24-hour availability, every day of the year, to the entire airport population. Assistance is provided both on an outpatient basis and externally with the help of mobile advanced emergency units, depending on the type of event. In case of need, call the First Aid Centre on +39 0789 563457.



#### SALA AMICA - SPECIAL ASSISTANCE LOUNGE

Waiting room reserved for Passengers with Reduced Mobility, located on the ground floor, before the security gates, with an area specially designed to accommodate people with autism spectrum (design of sounds and colours aimed at this sphere of disability).

The staff of the company in charge of assisting passengers with reduced mobility, certified ISO 9001, man the Sala Amica from two hours before the departure of the first flight.

For more information:

Sala Amica - Special Assistance Lounge - tel. +39 0789 563 445 - mail salamica@geasar.it





## "CUSTOMER EXPERIENCE" SERVICES

Geasar offers passengers a wide range of additional services, aimed at transforming their moment of passage into an experience full of pleasant moments: through a special Function included in its staff in 2019, the *Customer Experience*, Olbia Airport aims to provide innovative and high quality services, which anticipate passengers' needs and fully meet their expectations.



#### **NURSERIES AND CHANGING TABLES**

To facilitate families with children, a changing table was installed in all toilets in the main terminal, Terminal 2 and the car terminal. To support transit fathers as well, the installation was also made in the men's toilets.

#### **BREASTFEEDING ROOM**

Inside the main terminal, at the check-in area, mothers can enjoy a reserved and comfortable room where they can breastfeed their baby in peace and privacy. The room is equipped with a comfortable chair, washbasin, changing table and adjacent toilets.



#### **COURTESY BUGGIES**

Olbia Airport provides courtesy pushchairs completely free of charge. The project, always attentive to the needs of travelers to improve their travel experience, aims to allow passengers with small children to comfortably use their pushchairs inside the Air Side area of the terminal and then return them on departure or arrival before leaving the Air Side area. The wheelchairs are constantly sanitized to ensure their safe and secure use.

The service is located in the departures area at the walk-through exit opposite Gate A2.



#### PET RELIEF AREA

Unique in the Italian airport scene, inside the Olbia airport, beyond the security controls, a space of about 60 square meters has been created dedicated free of charge to passengers travelling with pets, where they can find a green area equipped with a drinking trough and games for their four-legaed friends.

The project is part of the customer experience initiatives undertaken by the company, in view of the growing need for passengers to travel with their pets.

#### AFTER BEACH

Inside the Departure Area of Olbia Airport there is a service dedicated to those who do not want to give up their last swim in the sea before departure or after their flight on arrival. A private room in a comfortable, perfumed and sanitized space with two rooms available. The service is available every day and can be accessed individually, as a couple, or as a family. The kit offered is eco-friendly, i.e. composed of natural products for hygiene, beauty, and wellness, in line with the environmental sustainability policy undertaken by the company a few years ago.



#### **SILENT AIRPORT**

Following the example of many airports in Europe and around the world, Olbia Airport has also chosen to eliminate audio announcements to improve the experience and comfort of passengers and all airport users. All flight information is visible on the monitors and constantly updated.

#### **PLAYLIST SPOTIFY**

A collection of 600 songs updated periodically. The music, piped in, is intended to make the passenger experience in the terminal more pleasant and to create loyalty. In addition, the playlist can be downloaded from the Spotify streaming platform.



Olbia Airport offers its smoking customers special dedicated areas. Two spaces are delimited outside the airport, in the arrivals area and in the departures area.

Furthermore, inside the airport, after the security checks in the departures pier, there is the "Smoking Garden", a small garden dedicated to smoking customers for an open-air break while waiting for their flight.







#### **FAST TRACK**

A service that allows the passenger to access a privileged route that offers greater speed in accessing the airside area, personalized checks and queue cancellation. The purchase of the service costs € 15 per person.

#### **FAMILY FAST TRACK**

Preferential lane dedicated to families with children up to 6 years old which allows them to quickly pass through security checks. In this way, children and their companions will be able to skip the queue and directly access the boarding lounge in complete comfort and tranquility.

The service is free.

#### **CLUB LOUNGE**

An area of approximately 300 m2 completely renovated and expanded during 2024, located in the departures dock, within which the new "Exclusive Club Lounge" was created, set up to offer maximum comfort. The lounge is equipped with a relaxation area with sofas and armchairs, a Food & Beverage area and a reception with dedicated staff (multilingual, qualified, attentive and available) who welcome the customer with courtesy and efficiency, to satisfy their every need during the wait before the flight. Inside the Club Lounge, for the most demanding customers, starting from 15 April 2024, the new "Exclusive Club Lounge" area, reserved and exclusive, has been opened to the public. A room of approximately 60 m2, furnished and set up to offer maximum comfort and privacy, with dedicated staff and a wide and varied choice of Food & Beverage products served at the table. Customers of the Exclusive Club Lounge are offered the Fast Track service, i.e. access to the preferential queue-skip lane at security checks and entry to the "After Beach" Shower Baths with a dedicated route and escort service. Only natural products for hygiene, beauty and well-being are used inside the rooms.

#### **ART-PORT GALLERY**

On the first floor of the Terminal is the Art-Port room which hosts events, exhibitions and artistic and museum displays of local and national interest throughout the year, with free access.

#### **ECUMENICAL CHAPEL**

On the first floor of the Terminal there is an ecumenical chapel which welcomes passengers of all religions for a moment of personal reflection. Inside is the statue of the Madonna of Loreto, protector of aviators and travelers.

#### ATM AND CURRENCY EXCHANGE SERVICE

There are 4 ATMs, two located in the land side area (one in the departures area and one in the arrivals area) and two located in the baggage claim area on the air side. It is possible to make withdrawals with both debit cards and national and international credit cards.

In the arrivals area there is also a cash exchange point for foreign currency.

#### **CHARGING POINTS FOR ELECTRONIC DEVICES**

Inside the airport, both in the landside and airside areas, there are numerous charging points for electronic devices (PCs, mobile phones, tablets), appropriately signposted, available to passengers completely free of charge.

#### FREE WI-FI

Safe and fast free wi-fi service available to passengers with widespread coverage throughout the airport. The customer can use it for up to three hours a day.











#### **DISPENSERS FOR COLD/HOT DRINKS AND SNACKS**

Vending machines for hot, cold drinks and snacks are available throughout the airport, located both in the Land Side area and especially on the Air Side near the boarding gates.



#### **DRINKING WATER DISPENSERS**

Sensitive to environmental sustainability issues, in order to reduce the consumption of disposable plastic bottles, the airport has equipped itself with "refill" dispensers.

Customers can fill their water bottles with drinking water using the dispensers located in the boarding area, next to the Pet Relief entrance (area in front of Gate A3) and in the basement of the boarding area (in front of Gate B6).

The service is free.



#### **AIRPORT ANGELS**

A proactive and dynamic assistance service offered to airport customers and/or passengers. Dedicated, multilingual staff provide assistance and information to airport guests in an itinerant manner throughout the airport.

#### **FACILITATORS OF THE PASSPORT CONTROL AREA**

Service offered with the use of dedicated and multilingual staff aimed at supporting arriving and/or departing passengers who must complete passport control procedures in line with specific European regulations.

#### **PLAY AREAS**

During the year, two new play areas inspired by the airport world were set up, dedicated to the entertainment of the little ones.

Outside the Terminal, near the "Chiosco bar" refreshment point, an inclusive play area has been set up which is also accessible to children with motor disabilities with the presence of a swing, a slide and a wooden swing. Inside the airport, in the departures area, a Playground has been created which reproduces the runway with the presence of an airplane inside which there are interactive games based also on respect for the environment.



An award, awarded periodically and aimed at the entire airport community, intended for operators who stand out with their work in creating a positive and unforgettable experience for airport customers.











Geasar S.p.A, complies with the requirements of **EC Regulation No. 1107/2006**, available on the Geasar website, aimed at guaranteeing the access to air transportation and facilitating the use of airport services for the passenger with disabilities and with reduced mobility (PRM). Passengers with disabilities or reduced mobility have the opportunity to use, both on departure and arrival, a specialized assistance service, carried out by an ISO 9001 certified Company supervised and coordinated by the Manager. The staff, competent and qualified for all the different phases of airport operations, is available to all passengers who request it. As indicated by **EC Regulation No. 1107/2006**, the request for assistance must be made at least 48 hours in advance to the airline with which the flight is booked. In the absence of prenotification the service is still provided, but longer waiting times may be required. Dedicated services for Passengers with disabilities or Reduced Mobility (PRM):

- Parking lots the Airport provides in the Main Park, the parking lot in front of the terminal, 32 reserved spaces for passengers with reduced mobility, located in both short-stay and long-stay. These parking spaces are free of charge with no time limit. In order to obtain exemption from parking fees, simply present the appropriate badge to relevant staff.
- **Call point** additional call points for requesting assistance are the Info Point, Checkin desks, Main Park guardhouse, Car Rentals and Bus Transportation Companies who should contact Sala Amica assistance at +39 0789.563455/+39 349.2358106. Finally, there are information signs with the number to contact to receive assistance +39 0789.563455/+39 349.2358106 in areas outside Terminal 1, at the entrance of the Main Park long-stay parking lot, at the entrance of the short-stay parking lot, in Terminal 2, and in the BUS parking area.

## SERVICES FOR PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

- **Loges pathways** loges pathways are available for the visually impaired/blind that lead passengers from the entrance next to the call point to the restrooms, ticket counter, check-in and Sala Amica Special Assistance Lounae.
- Sala Amica Special Assistance Lounge located in the departures area near the security checkpoints, the Sala Amica Special Assistance Lounge is open from 5 a.m. to midnight. Passengers with disabilities or Reduced Mobility (PRM) are assisted by specialized ISO 9011-certified staff, who provide assistance from the security checkpoints and up to boarding. The departing passenger and any companion are welcome in the lounge until boarding in which they can benefit of audiovisual facilities and reserved restrooms. The Sala Amica Special Assistance Lounge is equipped with a waiting area designed in order to host people with autism spectrum, with sounds and colors designed and targeted for this sphere of disability. Contact: mail salamica@geasar.it, ph. +39 0789.563445.
- Wheelchairs 24 wheelchairs are available for passengers with reduced mobility both arriving and departing, located in front of the Sala Amica - Special Assistance Lounge and near the boarding gates.
- **Elevators** elevators, which are also equipped with a braille push-button panel, are available for wheelchair passengers on the different floors of the terminal.
- Lifts in order to allow easy boarding and disembarkation of passengers with reduced mobility and any accompanying person, lifts (ambulifts) are available to easily load/unload the wheelchair.
- Assistance on arrival assistance of the arriving Passengers with disabilities or Reduced Mobility (PRM) will be provided by the dedicated staff who will take care of the passenger from the aircraft disembarkation to the designated point located beyond the arrivals doors.









#### PROJECT "AUTISM - TRAVELING THROUGH THE AIRPORT"

Olbia Airport joined in 2016 the project "**Autism - Traveling through the airport**", designed to facilitate the experience of air travel for people with autism spectrum and implemented in partnership with ENAC and a few local trade associations that work specifically with autism. Specific services dedicated to passengers with autism spectrum:

- Guided tours at the Airport Olbia Airport provides guided tours, upon request, for passengers with autism spectrum, in order to facilitate their familiarization with the airport, the services provided and the staff with whom they will be in contact. The tour can be booked through the email address salamica@geasar.it oor by phone at +39 0789.563445, at least 7 days before the scheduled departure date..
- Video and Social Story on the dedicated page on the Geasar website, at the link www.geasar.it/en/supplementary-worksheet/autismo-in-viaggio-attraverso-l-aeroporto, it is possible to see the video and social story designed to facilitate air travel and airport stay for people with autism spectrum. Both the video and the social story show the route that the passenger will take through the Airport and the people they will come into contact with, ensuring they will arrive at the departure day already prepared.

which, through the use of pictograms and figures, depict what can be found in the surrounding area (pharmacy, shop, food, toilet, etc.) and encourage orientation of people with autism spectrum towards the main points of interest in the airport.

#### **SUNFLOWER PROJECT** (Hidden Disabilities Lanvard)

Olbia Costa Smeralda Airport is proud to offer the globally recognized Hidden Disabilities Sunflower Program to support passengers with hidden disabilities, also known as invisible disabilities. The airport staff are properly trained, through dedicated courses, on the meaning that the lanyard, worn by either the passenger with an invisible disability or his/her companion, implicitly indicates, and will then act appropriately. The Sunflower lanyard is issued free of charge to anyone who requests it at the Sala Amica - Special Assistance Lounge, by e-mail salamica@geasar.it or by phone at +39 0789.563445.











## **LEGEND**

- 3 ATM
- Ticket Office
- Check in
- Fast Track
- Family Fast Track
- Information
- Pet relief
- First aid
- Recharging point for electrical devices
- \$€ £¥ Change
- Snacks / Drinks machine
- Wine Shop / Wine Bar
- Restaurant
- Snack Bar
- Water dispenser

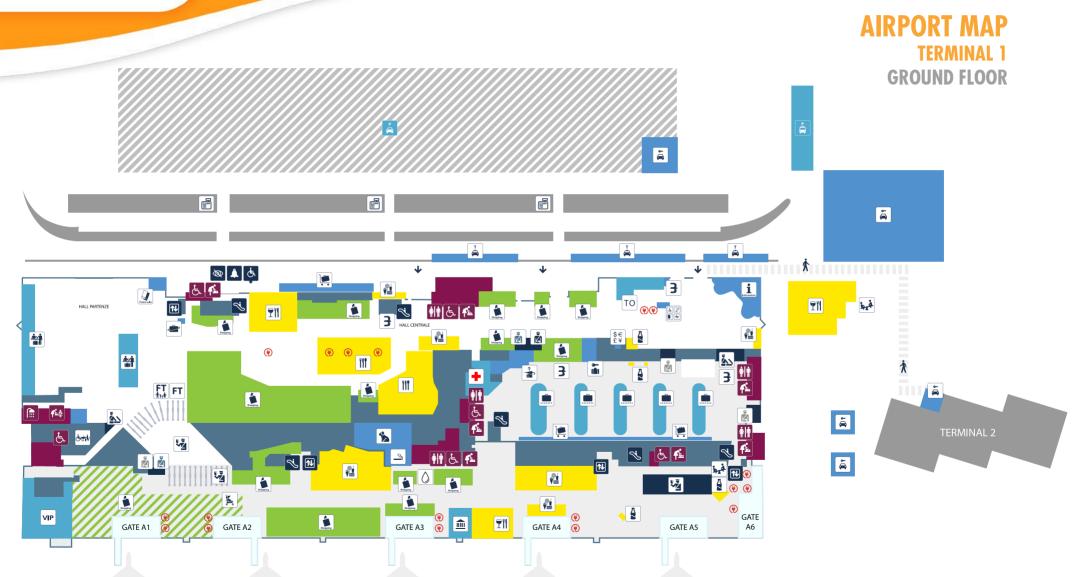
- Shopping area
- Shower room
- Nursery
- Baby changing table
- Toilet
- PRM\* Toilet
- PRM\* Meeting point
- Sala Amica Special Assistance Lounge
- Lift
- PRM Call point\*
- Start of loges pathway
- Escalators
- PRM Entrance

- Lost & found
- Trolleys
- Luggage storage
- Baby strollers
- Baggage reclaim
- Safe Bag
- Exhibition Area of Nuoro Chamber of Commerce (ground floor)
- Smooking area
- Tour Operators
- 4 Chapel
- Club Lounge
- Meeting and Business Centre
- Art Port Gallery (first floor)
- University
- - Play Area

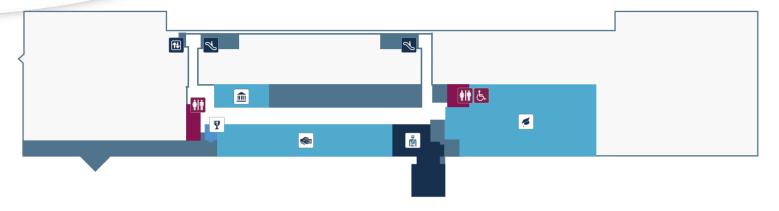
- Car park paying point
- Car rental
- Car park
- Bus park
- Ţ Taxis
- Å Carabinieri
- Security check
- Customs
- Finance police
- Å Police

<sup>\*</sup> Passengers with Riduced Mobility

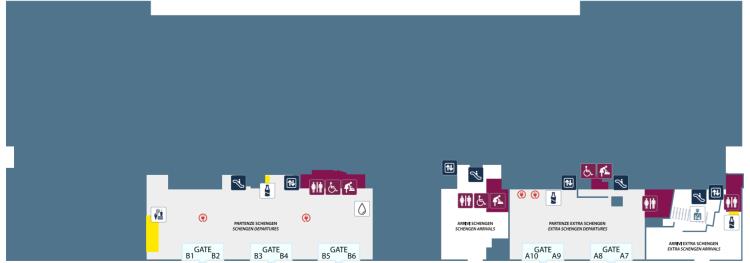








**TERMINAL 1** FIRST FLOOR



TERMINAL 1
BASEMENT

GATE A1



## CAR PARKING MAP AND RESERVED PARKING FOR PASSENGERS WITH REDUCE MOBILTY

#### **LEGEND**





## **OPENING HOURS**

Airport 24 hours/day

Car park
24 hours/day

**Luggage storage**From 9.00 a.m. to 10.00 p.m.\*

Restaurants, bars and shops from 6.00 a.m. to 8.00 p.m.\* 365 days/year

## \*Minimum opening hours

In high season, opening hours are extended according to flight operations. In low season, hours and openings may be contracted according to departure/arrival timetable.

Please contact Geasar Infopoint at +39 0789.563444 or by e-mail at info@geasar.it for updated information





## **OLBIA COSTA SMERALDA AIRPORT**

Airport information	+39 0789 563444
Business Center	+39 0789 645744
Club Lounge	+39 0789 563488
Eccelsa aviation	+39 0789 563480
Exchange office	+39 0789 1890347
First Aid	+39 0789 563457
Freight Office	+39 0789 373972
Geasar +39 0789 563444 - www.geasa	r.it - info@ geasar.it
Lost / Found	+39 0789 563456
Luggage storage	+39 0789 563444
Parking	+39 0789 563471
Sala Amica - Special Assistance Lounge	+39 0789 563445
Taxi	+39 0789 69150

#### **AIRPORT BODIES**

Carabinieri	+39 0789 64450
Customs	+39 0789 69494
Enac - D.A. Olbia	+39 0789 563598
Enav	+39 0789 69435
Finance Police	+39 0789 69496
Fire Dep.	+39 0789 69502
Police	+39 0789 641059

## RESTAURANTS, SHOPS AND FACILITIES

Fish and Wine	+39 0789 563415
Grain & Grapes	+39 0789 563513
Kara Sardegna (prodotti e artig. Sardo)	+39 0789 563470
Kara Kiosk	+39 0789 563450
Kara Food	+39 0789 563517 / 516
Kara Cafè	+39 0789 563405
Kara Italy	+39 0789 563470
Meet and Great	+39 0789 563721
Time In Jazz Music Bar	+39 0789 563722
Abbigliamento Ambrosio	+39 0789 67042
Boggi Milano	+39 0789 67071
Billu Artigianato	+39 0789 563470
Carpisa	+39 0789 66291
Forexchange	800 305357
Fly Sistema Valigia Sicura	+39 033 1777154
Immobilsarda	+39 0789 909000
Isola	+39 0789 563470
K-Way	+39 0789 1825580
Libreria Feltrinelli	+39 0789 69306
Olbia Fly Shop	+39 078967042
Ottica Priarone	+39 0789 66261
Pharma Olbia Airport	+39 347 9808667
Trade News (edicola molo)	+39 <b>392</b> 5558151
Yamamay	+39 0789 67104

#### **CAR RENTALS**

VAN INLINIALS				
Abby Car - Vettura	Rent		+39 371 397 02	22
Autosystem			+39 375 547 72	6
AutoOne	+39 0789	1872540 /	+39 344 061 72	23
Autovia-Ecovia			+39 0789 3860	)9:

## **USEFUL NUMBERS**



A.M. Service Autonoleggi Demontis B-Rent Centauro Dinamica Rent		+39 0789 68884 +39 0789 69540 / +39 351 2133963 +39 06 83662959 +39 070 22761
Ellepì Autonoleggio		+39 0789 69055
Europear Italia S.p.A.		+39 0789 69548
Felirent Galdieri		+39 0789 1776969 +39 349 75 89 606
Gold Car	.20 0780 44517	+39 06 45209634
Hertz Italiana S.p.A.	•	7 / +39 0789 66024
Italy car rent	+39 0/ 0/ 0/30	+39 06 5655 7837
Drivalia		+39 0789 645108
Locauto		+39 0789 68979
Maggiore Rent S.p.A.		+39 0789 69457
Mida Rent		+39 0789 645233
Moventur		+39 045942432
		/ +39 342 6171764
Only Sardinia Autonol	eggio	+39 0789 68947
Ok Mobility		+39 06 53262388
Rental Plus		+39 0789 1776969
Ruvioli Rent a Car		+39 0789 69733
Sardinya Autonoleggia		+39 0789 69367
Sicily by Car +: Sixt Autonoleggio	39 343 / 003403 /	+39 07 09 042030
Smeralda Express S.n.	r	+39 07 747 37 77 7
Viaggiare Rent		+39 366 5458892
Vitarent		+39 344 036 9454
vitarent		+39 344 U36 7454





## HOW TO REACH THE AIRPORT JRBAN AND EXTRAURBAN CONNECTIONS INFORMATION

Olbia Costa Smeralda Airport is located in the immediate surroundings of the city center, which is only 4 km away.

#### BY CAR (see map at page 26)

From Nuoro: Strada Statale 131 DcN (travel time 1h 2min)

From Cagliari: Strada Statale 131 DcN (travel time 2h 45min)

From San Teodoro: Strada Statale 131 DcN (travel time 21min)

FromSassari: Strada Statale 199 (travel time 1h 8min)

From San Teodoro: Strada Statale 125 South (travel time 26min)

From Porto Cervo: Strada Statale 125 North and SP94 (travel time 32min)

#### **BY BUS** (Urban transport)

Urban transport service is guaranteed by A.S.P.O. company. For information and schedules visit **www.aspo.it info@aspo.it** - ph. +39 0789 553800

#### BY TAXI & NCC

Taxis are located in the square in front of the airport (arrivals area).

Airport station ph. +39 0789 69150

Olbia Taxi Company
 ph. +39 0789 22718

#### BY BUS (Extra-Urban transport)

For information click on the link on the airport's website inside which you can find the bus schedules that directly connect Olbia Airport with the major centers on the island and vice versa: www.geasar.it/en/how-to-get-here/by-bus

Companies providing connections to and from the airport:

Deplano ph. +39 0784 29 50 30

• Sunlines ph. +39 348 26 09 881 / +39 0789 50 885

Turmo Travel
 ph. +39 0789 21 487
 ph. +39 0789 553000

For additional information, please visit the urban transportation section on our website www.geasar.it/en/how-to-get-here/from-to-olbia



## MONITORING QUALITY INDICATORS QUALITY OF AIRPORT SERVICES 2024

#### **ENAC Circular GEN 06**

During the period under investigation (2024), 1,187 qualitative interviews were conducted, of which 631 with male passengers and 556 with female passengers (53.2% and 46.8% respectively).

Enac target: 1.100 interviews for airports with passenger traffic of 2-5 ml.

QUALITY INDICATOR	PERFO	RMANCE 2024	TARGET 202	25	MEASUREMENT
TRAVEL SECURITY					
1. Perception on overall security levels on passengers and hand baggage Check		99,04%	99,90%		% satisfied passengers
PERSONAL AND PROPERTY SECURITY					
2. Perception on overall personal and property security level at the airport		99,66%	99,60%		% satisfied passengers
REGULARITY AND PUNCTUALITY OF THE SERVICE					
3. Overall on-times flights		64,37%	75%	Overall or	n-time flights on all departing flights
4. Total misrouted departing baggage pieces		0,0%	0,3%	Number of non delivered pieces at de	estination/1.000 departing passengers
5. Waiting time before first baggage delivery		24′52″	19'		First piece (in 90% of cases)
6. Waiting time before last baggage delivery		34'44"	28'		Last piece (in 90% of cases)
7. Waiting time on board for first passenger disembarkation		3'47"	3′50″	Waiti	ing time from arrival in 90% of cases
8. Overall perception on airport services regularity and punctuality		98,23%	99%		% satisfied passengers
CLEANING AND HYGIENE					
9. Perception on toilets cleanliness and functionality		78,46%	96%		% satisfied passengers
10. Perception on terminal cleanliness		94,02%	96%		% satisfied passengers



QUALITY INDICATOR	PERFORMANCE 2024	TARGET 2025	MEASUREMENT
COMFORT DURING YOUR STAY IN AIRPORT			
<ol> <li>Perception on baggage trolleys availability</li> <li>Perception on passengers transfer systems efficiency (lifts, escalators, people mover,</li> <li>Perception on air conditioning efficiency</li> <li>Overall perception on comfort level</li> </ol>	99,9% ecc) 97,61% 86,35% 97,81%	99% 99% 99% 99%	% satisfied passengers % satisfied passengers % satisfied passengers % satisfied passengers
COMPLEMENTARY SERVICES			
<ul> <li>15. Perception on the wi fi connectivity in the terminal</li> <li>16. Perception on the availability of points for charging mobile / laptop, in public areas, where</li> <li>17. Compatibility of airport and bars opening times</li> <li>18. Perception on the adequacy of Smoking Rooms, where present</li> <li>19. Perception on the availability of providers of free drinking water, if present</li> <li>20. Perception on availability / quality prices of shops and newspaper stands</li> <li>21. Perception on availability / quality/prices of bars and restaurants</li> <li>22. Perception on availability of drinks / coffee vending machines supplied</li> </ul>	80,77% present 94,13% 90% 95,04% 99,9% 99,9% 98,47% 98,04%	92% 98% 90% % of dep. c 98% 99% 98% 98%	% satisfied passengers % satisfied passengers and arr. flights suitable with the opening times of bars in the respective areas % satisfied passengers

<sup>\*</sup> Data not recorded in 2022



QUALITY INDICATOR	PERFORMANCE 2024	TARGET 2025	MEASUREMENT
CUSTOMER INFORMATION SERVICE			
<ul> <li>23. Easy-to-browse and updated website</li> <li>24. Perception on efficiency of operating infomation points</li> <li>25. Perception on clarity and efficiency of indoor signs</li> <li>26. Perception on professionality of staff (infopoints and security checkpoints)</li> <li>27. Overall perception on efficiency and availability of customer information services</li> </ul>	99,61% 89,56% 93,31% 99,41% 94,52%	99% 97% 96% 99,5% 96%	% satisfied passengers % satisfied passengers % satisfied passengers % satisfied passengers % satisfied passengers
AT THE GATE / SECURITY COUNTER SERVICES			
28. Perception on ticket counter service 29. Queuing time at check-in 30. Perception on queuing time at check-in 31. Waiting time at security check 32. Perception on queuing time at passport control	98,38% 13'22" 96,23% 5'41" *	99% 14' 98% 7' *	% satisfied passengers Waiting time in 90% of cases % satisfied passengers Waiting time in 90% of cases % satisfied passengers
TRANSPORT NETWORK / CITY - AIRPORT CONNECTION EFFIC	CIENCY		
<ul><li>33. Perception on availability of clear and comprehensible road signage</li><li>34. Perception on the suitability of city/airport connections</li></ul>	94,84% 85,28%	98% 96%	% satisfied passengers % satisfied passengers

<sup>\*</sup> the indicator is not to be collected for airports with Non-Schengen traffic below 500,000 passengers per year (ENAC Circular GEN 06)



## **MONITORING QUALITY INDICATORS PRM 2024**

#### **ENAC Circular GEN 02 B**

In the period under investigation (year 2024) 179 arriving aircraft with PRM passengers on board were detected and all assistance provided on departure (tot. 23,861 assistance provided including both arrivals and departures) – chronometric surveys.

249 PRM passengers were interviewed, both arriving and departing – qualitative interviews.

QUALITY INDICATOR	PERFORMANCE 2024	TARGET 2025	MEASUREMENT
EFFICIENCY OF SERVICES			
Prebooked departing passengers:     waiting time for passengers from the time the assistance service has been requested arrival points located inside the airport	<b>2′37″</b> at the	3′	Waiting time in minutes in 90% of cases
2. Non prebooked departing passengers: waiting time for passengers from the time the assistance service has been requested at the arrival points located inside the airport	3′51″	5′	Waiting time in minutes in 90% of cases
3. Pre-booked arriving passengers: onboard waiting time for 90% of passengers from the last passenger leaves the aircraft	e time <b>2'51"</b>	3′	Waiting time in minutes in 90% of cases
4. Non pre-booked arriving passengers: onboard waiting time from the time the last past leaves the aircraft	ssenger*	5′	Waiting time in minutes in 90% of cases
EFFICIENCY OF SERVICES			
<ul><li>5. General perception of status and functionality of means/equipment provided</li><li>6. Perceived adequacy of staff training</li></ul>	99,9% 99,9%	99% 99%	% satisfied PRM % satisfied PRM



QUALITY INDICATOR	PERFORMANCE 2024	TARGET 202	25 MEASUREMENT
PASSENGERS INFORMATIONS			
7. Accessibility to the number of essential information accessible to visual, auditory and disabilities compared to the total number of essential information		98%	% essential information accessible on the total number of essential information
8. Completeness of the number of information and instructions relating to the services and available in an accessible format compared to the total number		98%	% of information and instructions relating to the services in an accessible format compared to the total number of information and instructions
<ol> <li>Perception of the effectiveness and accessibility of information, communications and Airport signage</li> </ol>	l internal 99%	98%	% satisfied PRM
PASSENGERS COMMUNICATION			
<ul><li>Number of responses on time compared to the number of requests for information rec</li><li>Number of complaints compared to the total traffic of PRM</li></ul>	100% 0%	99% 0%	% responses in due time on the total number of requests % complaints received on the total traffic of PRM



QUALITY INDICATOR	PERFORMANCE 2024	TARGET 2025	MEASUREMENT
COMFORT			
12. Perception of the effectiveness of PRM assistance	99,9%	99%	% satisfied PRM
<ol> <li>Perceived level of accessibility and usability of airport infrastructure: parking intercom dedicated rooms, toilets, etc.</li> </ol>	s call, <b>99,9%</b>	98%	% satisfied PRM
14. Perception of waiting areas dedicated to PRM	99%	99%	% satisfied PRM
BEHAVIOR			
15. Perception of staff courtesy (info points, security, personnel dedicated to special assistance)	99,9%	99%	% satisfied PRM
16. Perception of professionalism of the staff dedicated to the special assistance of PRM	99,9%	99%	% satisfied PRM



## **COMPLAINTS AND SUGGESTIONS**



Suggestions and complaints from users are precious tools to improve the quality of our services.

In accordance with the requirements of Standard UNI 10600 "Submission and Management of Complaints for Public Services", Geasar S.p.A. has prepared a special online form for this purpose, which can be found in the section of the Geasar website at the following link www.geasar.it/en/airport-guide/contact-us or through the appropriate paper form available at the Information Office.

Comments can also be sent by e-mail or certified mail, to the address serviziodienti@geasar.it.

Claims must clearly include: first name, last name, email address of the Client, description of the episode with particular regard to the date.

Complaints and suggestions received are shared by the Customer Service Manager with the Managers of the various business areas involved, with whom internal verifications are carried out on what was reported, a possible corrective action is defined and a response is agreed upon, to be sent to the Customer within the established timeframe (30 days from the day of receipt), as specified in the Guidelines attached to the Enac GEN 06 circular.

#### **ALTERNATIVE DISPUTE RESOLUTION – ADR**

Passengers who have suffered inefficiencies due to violations of Reg. (EC) No. 261/2004 for cases of denied boarding, flight cancellation or long delay, and Reg. (EC) No. 1107/2006 regarding the protection of passengers with disabilities or reduced mobility, may make an attempt at conciliation through the ConciliaWeb platform on the website of the Transportation Regulatory Authority, without prejudice to the possibility of sending complaint reports to Enac for sanction purposes only."

#### **PRIVACY**

Olbia Airport links the quality and efficiency of services with the respect and protection of privacy in accordance with Articles 13-14 of EU Regulation 2016/679 ("GDPR"). For any kind of information or request regarding the exercise of their rights you can consult the website at the page <a href="https://www.geasar.it/en/supplementary-worksheet/generic-privacy-policy">www.geasar.it/en/supplementary-worksheet/generic-privacy-policy</a> oor contact the Data Protection Officer (DPO) at the following e-mail address: <a href="mailto:privacy-geasar.it/en/supplementary-worksheet/generic-privacy-policy">privacy-geasar.it/en/supplementary-worksheet/generic-privacy-policy</a> oor contact the Data Protection Officer (DPO) at the following e-mail address: <a href="mailto:privacy-geasar.it/en/supplementary-worksheet/generic-privacy-policy">privacy-geasar.it/en/supplementary-worksheet/generic-privacy-policy</a> oor contact the Data Protection



#### **GEASAR S.P.A.**

Aeroporto Olbia Costa Smeralda - 07026 Olbia (Italy) ph: +39 0789 563 444 e-mail: info@geasar.it

www.geasar.it

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https://t.me/OlbiaAirport

in https://it.linkedin.com/company/geasar-spa

