

SERVICE CHARTER

2009



The Company

Dear customer,

SEAM is the management Company of Grosseto Airport and its purpose is to develop the airport activity in the respect of the security standards and assuring efficiency and good service to our customers, with the target of growth of our productivity and to contribute to the development of our territory.

SEAM SpA carries out the following activities:

- design, fulfilment and management and maintenance of the infrastructures, air terminals, aircraft parking areas, parking, offices, utilised by passengers and operators. On the contrary the technical airport structures (runway, lights, radio assistance, control tower etc.) belong to the Italian Air Force, the management authority of the adjacent military airport.
- implementation of commercial services, also under sub-concession.
- assistance to the aircrafts and to the passengers on transit.

The Service Charter

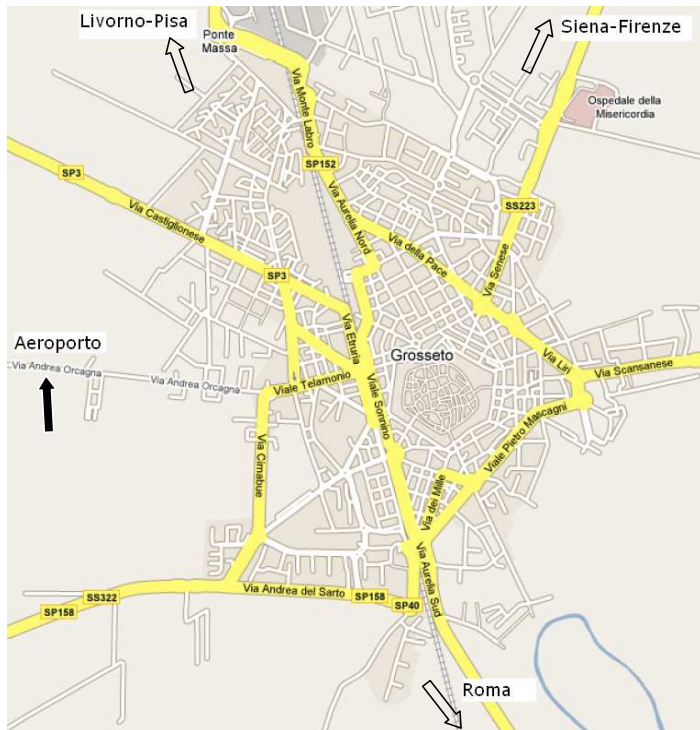
The Company offers the Service Charter to its customers, which represents an important tool for knowing and controlling our quality standards. Beside responding to precise normative regulations, the publication serves to clarify the company's commitment whilst also acting an instrument through which to evaluate the services we provide and the ways in which they can be improved. With the Service Charter SEAM undertakes to inform, assist and offer good services to its customers; the quality perceived from the passenger is the principal tool to understand and to improve the performances and thanks to this instrument the passenger can judge the quality level reached by the airport, taking part in the improvement of the Service Charter through the compilation of questionnaires distributed at the airport.

The Service Charter has been elaborated according to the standards provided by ENAC, National Authority for Civil Aviation, for the airports with a passenger's traffic less than 50.000 units, so that enabling a comparison among the national airport, which use the same quality indicators: it's a further guarantee of the procedures with which the standards have been collected and calculated.

The airport structure

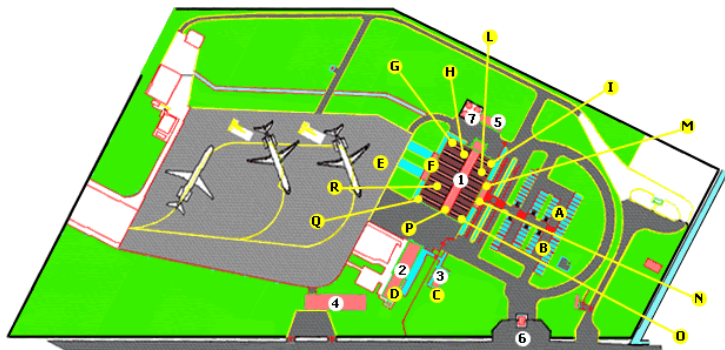
Actually regular connections or scheduled charters don't exist at Grosseto Airport, but just general aviation traffic and occasional charters.

The following maps allow to localize the airport and the services offered. For further information it's possible to see the web site www.grossetoairport.com.



At Grosseto Airport passengers can make use of the following services:

- Car Hire
- First-aid station (C.R.I.)
- Free parking
- Public phones
- Left-luggage office: no
- Automated banking: no
- Nursery: no



Numbers Legend

1. New Terminal
2. Offices, First Aid and Operative Office
3. Offices
4. Workshop and spare parts store
5. Technical area
6. Entrance surveillance area
7. Fire fighting installation tanks

Letters Legend

- A. Terminal - free parking area - about sixty places currently under expansion
- B. Terminal - free parking area - about sixty places currently under expansion
- C. Offices
- D. Offices, First Aid and Ambulances

- E. Aircraft parking area
- F. Gate 1
- G. Gate 2
- H. Security checks
- I. Check-in desks
- J. Ticket counter
- K. Entry - departures
- L. Exit - arrivals
- M. Car rental
- N. Lost and found
- O. Baggage delivery
- P. Customs and police offices

List of quality indicators

The quality indicators and the unit of measure has been elaborated according to the standards provided by ENAC, even if, in application of the special dispensation for the airports with a passenger's traffic less than 50.000 units, they are reduced for the management activity of the airport - passengers sector.

Especially the factors obtained from a poll have been left out, because of the operational limits of the company and the costs too high.

Then for the following Charter the survey of the quality indicators is happened through the measuring of real events (control on quality supplied). The company undertakes to insert further indicators in its future service charters as soon as it will have traffic data and sufficient resorts.

Complaints

SEAM SpA is at passengers' disposal with its staff for receiving any suggestions or complaints and for solving any problems. The company undertakes to give a written response within 30 days of receipt of a complaint form, available in the airport or on the web site. The customer can send it to:

SEAM SpA - Società Esercizio Aeroporto della Maremma

Via Orcagna, 125 - 58100 Grosseto - Italy

Tel +39 0564 492779 - Fax +39 0564 493099

Email: info@grossetoairport.com



Quality Factor	Quality Indicator	Objectives year 2008	Results year 2008	Objectives year 2009
Personal and property safety	N° of thefts and damages to cars in the parking area <i>Unit of maesurement: n° of events / 1.000 passengers a year</i>	0	0	0
Regularity of service	Flight delays caused by airport operator <i>Unit of maesurement: % of delays / total n° of passengers on departure</i>	0,00%	0,00%	0,00%
	Baggages damage caused by airport operator <i>Unit of maesurement: n° of damaged baggage / 1.000 departing passengers</i>	0	0	0
	Baggage delivery <i>Unit of maesurement: time to return baggage from the 1° to last bag in 90% of cases</i>	12' - 19'	10' - 19'	12' - 19'
	Waiting time on board for the first passenger to disembark <i>Unit of maesurement: medium waiting time of Blockon in 90 % of cases</i>	4'	4'	4'
Cleanliness and hygienic conditions	Bathroom facilities <i>Unit of maesurement: n° of passengers at typical average peak / n° of bathrooms</i>	9,6	9,6	9,6
Airport comfort	Space available for passenger <i>Unit of maesurement: square meters / n° of passengers at typical average peak</i>	7	7	7
	Seating availability <i>Unit of maesurement: n° of passengers at typical average peak / n° of seats</i>	0,72	0,72	0,72
Services for passengers with reduced mobility	Availability of assisted routes <i>Unit of maesurement: yes or no</i>	NO	NO	NO
	Accessibility to all airport services <i>Unit of maesurement: yes or no</i>	YES	YES	YES
	Availbaility of assistance on request <i>Unit of maesurement: yes or no</i>	YES	YES	YES
	Availability of areas dedicated to passengers with reduced mobility <i>Unit of maesurement: yes or no</i>	NO	NO	NO
	Availability of call system in parking lot <i>Unit of maesurement: yes or no</i>	NO	NO	NO
	Availability of call system in terminal <i>Unit of maesurement: yes or no</i>	NO	NO	NO
	Availability of adequate information and communication system <i>Unit of maesurement: yes or no</i>	NO	NO	NO
	Availability of car park reserved to passengers with reduced mobility <i>Unit of maesurement: n° of car parks reserved available</i>	6	6	6
Information services to the public	Presence of Internet Site <i>Unit of maesurement: yes or no</i>	YES	YES	YES
	Availability of information points for Tour Operators <i>Unit of maesurement: yes or no</i>	YES	YES	YES
Counter / passage way services	Waiting in line at check-in <i>Unit of maesurement: maximum wait time in 90% of cases</i>	12'	12'	12'
	Wait at baggage X-ray control (service not managed by the company) <i>Unit of maesurement: maximum wait time in 90% of cases</i>	7'	7'	7'
	Waiting in line at passport control arrivals / departures (service not managed by the company) <i>Unit of maesurement: maximum wait time in 90% of cases</i>	4'	4'	4'



I Vostri Suggerimenti

Your Suggestions



Egregio Cliente,
la invitiamo ad inviarmi qualsiasi suggerimento o segnalazione utile a migliorare i nostri servizi ai seguenti recapiti.
SEAM si impegna a fornire risposta scritta entro 30 giorni dal ricevimento del presente modulo.

*Dear Customer,
you are invited to send us every suggestion or complaint to following addresses, in order to help us to improve our services. SEAM will reply within 30 days*

SEAM SpA - Via Orcagna 125 - 58100 Grosseto - Fax +39 0564 493099 - Email info@grossetoairport.com

Comment/Comments

Nome
Name

Cognome
Surname

Indirizzo
Address

Città
City

CAP
Postal Code

Paese
Country

Telefono
Telephone

Data _____ **Firma** _____
Date _____ *Signature*

Autorizzo SEAM SpA al trattamento dei dati personali inseriti esclusivamente per consentire un riscontro al presente rapporto.

I authorise SEAM SpA to process the above personal data exclusively in order to provide an answer to this report