

Gesac BAA introduces the Naples International Airport's

Service Charter

The service charter represents a true "Bill of Rights" for passengers who are now able to verify the level of services performed by the airport authority when utilizing the Naples International Airport's infrastructure and services.

The categories under examination in the Bill of Services are: safety, airport services, personnel performance and attitude, modal integration and environment. Each category is monitored by means of direct data review and by surveys in order to ascertain levels of customer satisfaction and to identify any areas requiring further attention.

The Charter establishes time frames and methods for all services provided by Gesac BAA – the amount of time required for baggage claims, check-in etc. as well as various quality indicators which the airport operator is committed to maintaining.

For example, on domestic flights, Gesac BAA delivers the first piece of baggage on the belt within 12 minutes and the last piece within 22 minutes from the moment the aircraft block-on. Specially trained personnel measure the service times on a daily basis during peak hours and, presently, 93% of the flights meet the established standards.

Furthermore, in full respect of the principle of transparency, clients are encouraged to make suggestions or comments thus rendering communication with the airport authority easier and more direct.

The Service Charter is the result of a long-term Gesac BAA corporate policy aimed at promoting the highest possible standards of quality and customer satisfaction.

In 1999, the Naples International Airport served approximately 3,700,000 passengers and a total of 1,500,707 passengers between January and May 2000: a 16.3% increase over the same period during the preceding year. Furthermore, the previous monthly record for the number of passengers handled was broken during the month of May with a record 415,000 passengers served.