ANA AEROPORTOS DE PORTUGAL

TECHNICAL NOTE

Airport Service Quality Regime

As defined in Annex 7 of ANA's Concession Contract, performance indicators were established for quality of service, synthesized into two types: indicators of the availability of airport infrastructure and indicators of the level of passenger satisfaction, the details of which are presented below.

A. Airport infrastructure availability performance indicators

The indicators in this category refer to the guaranteed technical availability of infrastructure and equipment such as runways, stands, baggage handling equipment, telescopic air bridges and equipment aiding mobility (people movers), equipment and infrastructure considered critical for the adequate provision of service within the scope of the airport. These indicators reflect the time for which the respective equipment and infrastructure is technically operational, during the period of analysis established for each of them. The time considered unavailable is the time measured from the beginning of the failure (unavailability) until the asset resumes operation.

In the case of Lisbon and Faro Airports, "Peak Periods" and "Off-peak Periods" are also defined, in accordance with the following indications:

- Lisbon Airport: peak periods from 07:00 until 10:00, local time, and off-peak all other times.
- Faro Airport: peak periods the 2nd and 3rd quarters (April to September), and off-peak the 1st and 4th quarters (January to March and October to December).

The majority of the indicators are measured by automatic means, through various systems implemented by ANA, which thereby guarantee continuous measurement.

Depending on the size and traffic of each ANA Airport, and where relevant, procedures will be put in place to ensure automatic monitoring for all key performance indicators.

B. Level of passenger satisfaction performance indicators

The measurement of the indicators of the level of passenger satisfaction is carried out through service quality evaluation surveys at the airports, within the scope of the Airport Service Quality Survey Programme (ASQsurvey) of the Airports Council International (ACI), with a quarterly tabulation of results.

In this survey, passengers are asked to evaluate several parameters, regarding the airport's access areas, check-in, passport control, security, signage, and services/installations, its environment and their general satisfaction. The evaluation scale varies between 1 (poor) and 5 (excellent).

In accordance with the best practises and techniques for sizing samples, samples were defined for the ANA Airports, and were set at 600 questionnaires/quarter in the case of Lisbon airport, and 400 questionnaires/quarter for the airports of Porto, Faro, Ponta Delgada and Madeira.

As established in Annex 7, a series of indicators/parameters contained in the ASQsurvey questionnaire were considered, and divided into two groups:

B.1. Performance indicators subject to monitoring with penalties

- Cleanliness of the airport terminal
- Comfort of the waiting areas/ boarding gates
- Cleanliness of the toilet facilities
- Availability of the toilet facilities
- Courtesy and helpfulness of airport staff
- Flight information screens
- Ease of wayfinding in the airport
- Availability of baggage trolleys

From 2015 onwards, if the measurement of these indicators shows a performance level below 2,5 in any quarter, this will be subject to the calculation of a penalty on the regulated revenue for that quarter.

B.2. Performance indicators subject to monitoring

- General satisfaction with the airport
- Availability of parking
- Waiting time in the check-in queue
- Waiting time at passport control
- Waiting time at the security check
- Ease of making connections with other flights
- Passport control
- Speed of baggage delivery
- Customs inspection

In case these indicators register a performance level below 3 in 2 consecutive quarters, ANA must present INAC with a plan for corrective measures within 3 months of the publication of the results of the ACI survey.