



Aeroporto
Olbia Costa Smeralda
GEASAR



SERVICE CHARTER 2021

SERVICE CHARTER 2021

The Service Charter is the tool that provides travellers with complete information on the level of service that airports guarantee in compliance with their own quality system and the guidelines issued by the Italian Civil Aviation Authority (E.N.A.C.).

In 2020, with reference to the Covid-19 pandemic event, taking into account the provisions contained in the DPCMs (Prime Minister Decrees) of 8 and 9 March 2020 containing urgent measures for the mitigation and management of the COVID-19 epidemiological emergency, operations and flights at national airports were suspended in some periods and in any case significantly reduced.

The reduced number of surveys carried out on the quality of services could have provided insignificant results for the overall assessment of the normal performance of airport services, therefore, in this edition, as per the indications provided by ENAC, the usual standards on the quality of service offered and the manager's commitments for 2021 will not be published, but space will be given, in a new section, to the health measures and procedures adopted by Olbia airport to prevent the spread of COVID-19, in addition to useful information for users and the guide to services.

GEASAR S.P.A.

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%
- Chamber of Commerce of Sassari 10%
- Nuoro Chamber of Commerce 8%
- Regione autonoma della Sardegna 2%
- Consorzio Costa Smeralda 0.2%

The group includes the subsidiaries Eccelsa Aviation S.r.l. (100%) Cortesa S.r.l. (100%) and Alisarda Real Estate S.r.l (100%).

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; the planning, coordination and development of commercial activities; airport security; customer service and operational management of the airport; handling services (ground handling services for passengers, for scheduled and charter aircraft, for private aircraft); commercial activities managed directly or under sub-concession.

THE INTEGRATED MANAGEMENT SYSTEM: QUALITY, ENVIRONMENT AND SAFETY

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, UNI EN ISO 14001:2008, UNI EN 45001/2018: and in compliance with ENAC directives and the main applicable laws, standards and regulations.

The Management System is aimed at addressing the Company Functions in the application of the Quality, Environment and Safety Policies, in the pursuit of the Objectives and targets defined so that they are commensurate with the company's potential, the risks inherent in the operational processes and aimed at improving the Quality, Environment and Safety performance of our organization.

Geasar has achieved the important result of accreditation at level 2 of ACI Europe's Carbon Accreditation, joining the group of over 250 airports in the world that have voluntarily decided to do their part in the fight against climate change, joining the international program of ACI Europe "Airport Carbon Accreditation" (ACA), aimed at the reduction and sustainable management of emissions.

The integrated system QUALITY, ENVIRONMENT, SAFETY has been subject to certification by DNV (Det Norske Veritas) and certifies that Geasar S.p.A. with a view to continuous improvement is able to provide a service that meets the highest standards while respecting the environment, the local community and safety in the workplace.

All activities are also carried out with the following social objectives:

- to promote the development of the airport in harmony with the needs of the Sardinian territory, encouraging the growth of passenger traffic beyond the summer season, through initiatives aimed at supporting the tourist, economic and social development of Sardinia;
- to favour the integration of the airport with the territory by promoting projects that have an impact in terms of cultural, commercial and social development;
- to distinguish itself for the quality of its services in terms of welcome, hospitality, elegance, courtesy and safety;
- to confirm the centrality of the Customer and the continuous search for his satisfaction;
- guarantee respect for the fundamental principles of equality and impartiality, non-discrimination, right to information, continuity, participation, efficiency and effectiveness in accordance with the DPCM 30.12.1998 Mobility Charter;
- limit the impact of airport activities on the environment.

Every year Geasar presents its Sustainability Report, the document that describes, in a transparent and detailed way, the results achieved by the Geasar Group in the economic, social and environmental field and shows its commitment to sustainable development, with the aim of creating not only value for the organization itself, but also for the community around us.

Operating in an environmentally sustainable and socially responsible manner is an integral part of our management processes.

ECCELSA AVIATION S.r.L.

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

Eccelsa Aviation operates in a new terminal of about 5000 square meters in a luxurious environment very appreciated for its comfort, functionality and architectural characteristics, offering high international standard services to passengers and crews from all over the world. The terminal consists of large passenger lounges, fully equipped conference rooms, solarium and luxury shops.

The handling operations are managed on a 10 hectare apron entirely dedicated to private flights, Eccelsa also offers aircraft maintenance and assistance, hangarage, yacht charter, inflight catering and full support for all tourist services.

Eccelsa complies with the requirements of ISO9001/2015 and ISO14001/2018 quality and environmental management standards.

CORTESA S.r.L.

Founded at the end of 2006, 100% controlled by Geasar, it was created to diversify the Group's fields of operations with respect to airport activities. Cortesa is under the Group's quality system for ISO 14001 environmental management standards and ISO 9001 service quality. Cortesa has several lines of development:

- parking services where it operates by managing 8 parking areas;
- the retail services of typical Sardinian products under the Karasardegna brand with 3 shops;
- Karaltaly with one Retail Food & Beverage point dedicated to national excellence;
- e-commerce services of typical Sardinian products www.karasardegna.it;
- Food and Beverage services:
 - Karafood, a bar/self-service restaurant located at the entrance of the terminal;
 - Karakiosk, a modern restaurant/pizzeria outside the airport;
 - Meet and Greet, a snack bar in the arrivals area;
 - Time in Jazz snack bar, the refreshment area which celebrates the homonymous International Music Festival with vegetarian cuisine and grill;
 - Grain and Grapes, a slow food and wine bar dedicated to those who love handmade fresh pasta;
 - Kara Cafè, located in boarding area, a large snack bar/pizzeria, with an area entirely dedicated to the preparation of gourmet sandwich and an area dedicated to the first Italian Flagship of Ichnusa beer;
 - Fish and Wine, the concept bar dedicated to lovers of fresh seafood;
 - Fasty: located in the boarding area on the ground floor, fasty offers a self-service catering and take away;
- Cortesa Catering, the high profile catering service dedicated to private aviation.

OPENING HOURS

Airport

24 hours/day

Car park

24 hours/day

Left luggage deposit

From 8.00 a.m. to 10.00 p.m.

Restaurants, bars and shops

from 6.00 a.m. to 8.00 p.m.*

365 days/year

*earliest closing time,
depending on flights schedule



AIRPORT MAP

TERMINAL 1

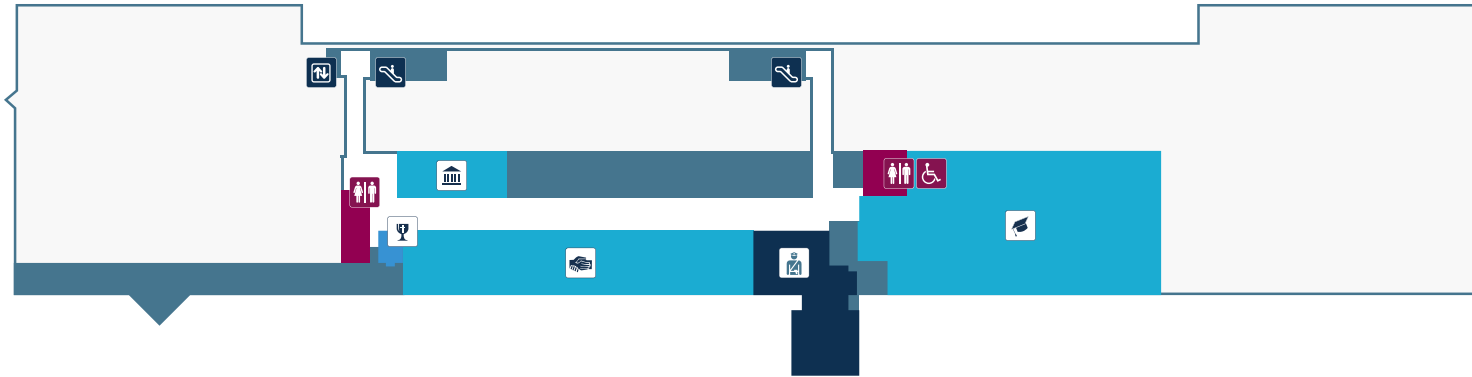
GROUND FLOOR



AIRPORT MAP

TERMINAL 1

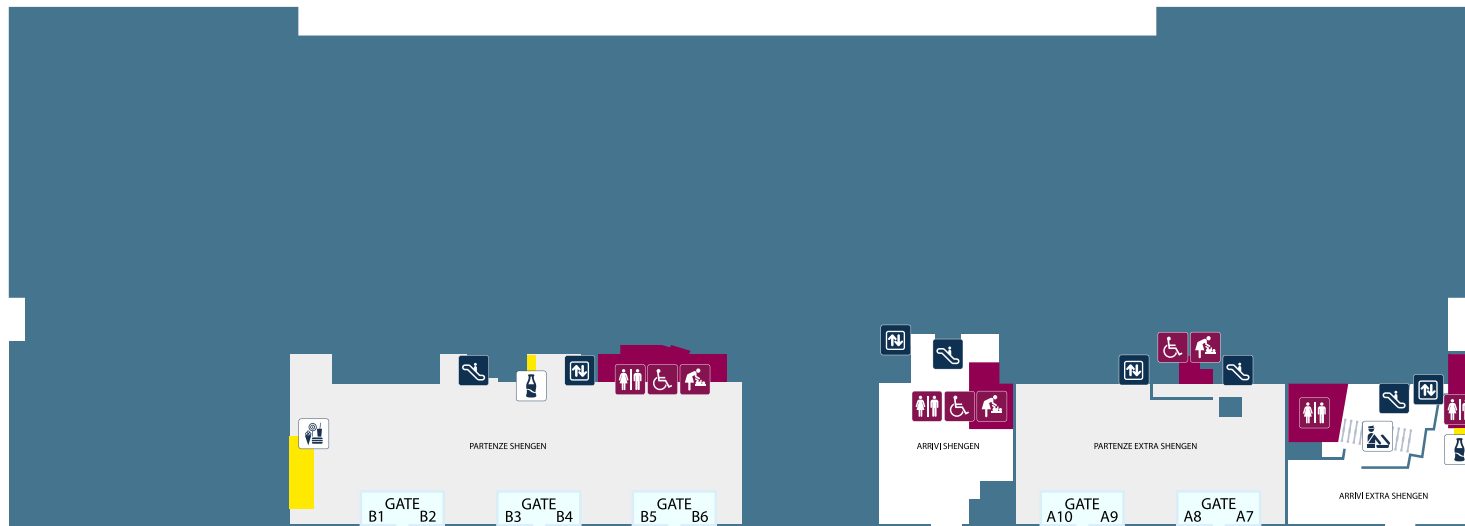
FIRST FLOOR



AIRPORT MAP

TERMINAL 1

BASEMENT



GATE A1



- | | | | |
|---|--|---|--|
|  Information |  Escalators |  Check in |  Police |
|  ATM |  Lift |  Baggage reclaim |  Security check |
|  Change |  Toilet |  Vip Lounge |  Customs |
|  Lost & found |  PRM* Toilet |  Meeting and Business Centre |  Carabinieri |
|  Luggage storage |  Baby changing table |  Smoking area | |
|  Safe Bag |  Nursery |  Chapel | |
|  Restaurant |  Shower room |  University | |
|  Wine Shop / Wine Bar |  Calling PRM* |  Airport gallery | |
|  Snack Bar |  Start of loges route |  Car park | |
|  Shopping area |  Trolleys |  Bus park | |
|  PRM* Metting point |  Baby strollers |  TO Tour Operators | |
|  Taxis |  Car park paying point |  First aid | |
|  Car rental |  PRM Room |  Bike sharing | |
|  Ticket Counter |  PRM Entrance |  Pet relief | |
|  Snacks / Drinks machine | | | |
|  Courtesy Strollers | | | |
|  Recharging point for electrical devices | | | |

* Passengers with Riduced Mobility

LEGEND



OLBIA AIRPORT

DATA SHEET

Check-in desks T1	31
Check-in desks T2	12
Gates	16
Fingers	5
Airplane stands	74*
Heliport	1
Air terminal surface	45.555,45 sqm
Commercial areas	6.767,42 sqm
Car parks	34.551,23 sqm

*26 apron 1
26 apron 2
22 apron 3

GUIDE TO AIRPORT SERVICES

Olbia Airport's Passengers Terminal 1 is open every day of the year, including holidays, 24 hours a day. The architecture, elegant and modern, blends in perfectly with the Sardinian landscape in order to make the most of the peculiarities of the territory.

In order to offer to the traveller the opportunity to spend the waiting time in the maximum comfort, the passenger terminal will extend over a total area of 45.555,45 square meters.

To make the experience of passengers in transit at the airport even more comfortable and enjoyable, in line with our vision, recently built in the landside area a shower and personal care facility with linen and product kits available for passengers who wish to refresh themselves before boarding or upon arrival of a flight.

On the first floor, to live a quality cultural experience focused on art and traditions of the island there is an art gallery open 12 months a year, the ArtPort, always on the first floor for those who need a space of silence and intimate prayer there is an ecumenical chapel.

In the departure area there is a Club lounge of 240 square meters, completely renovated recently and a fast track service, fast track lane for security gates that allows access to boarding gates without waiting in the queue.

Inside the terminal, in the boarding area, an open-air garden set up with garden seating and green shaded areas offers an equipped area completely dedicated to pets with a watering point, games and everything you need to clean and care for your pet: special containers for your needs, strictly organic bags, fresh water for quick washing, as well as a washbasin equipped with sanitizer, soap and wipes for hygiene.

Terminal 2

In 2019, Terminal 2, dedicated to charter flights passenger and baggage check-in activities, was further expanded.

SPECIAL ASSISTANCE

Geasar S.p.A, complies with the requirements of Regulation EC 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (PRM).

Olbia Airport adheres to the ENAC project "Autismo - In viaggio attraverso l'aeroporto" (Autism - Travelling through the airport), designed to facilitate air travel for autistic people.

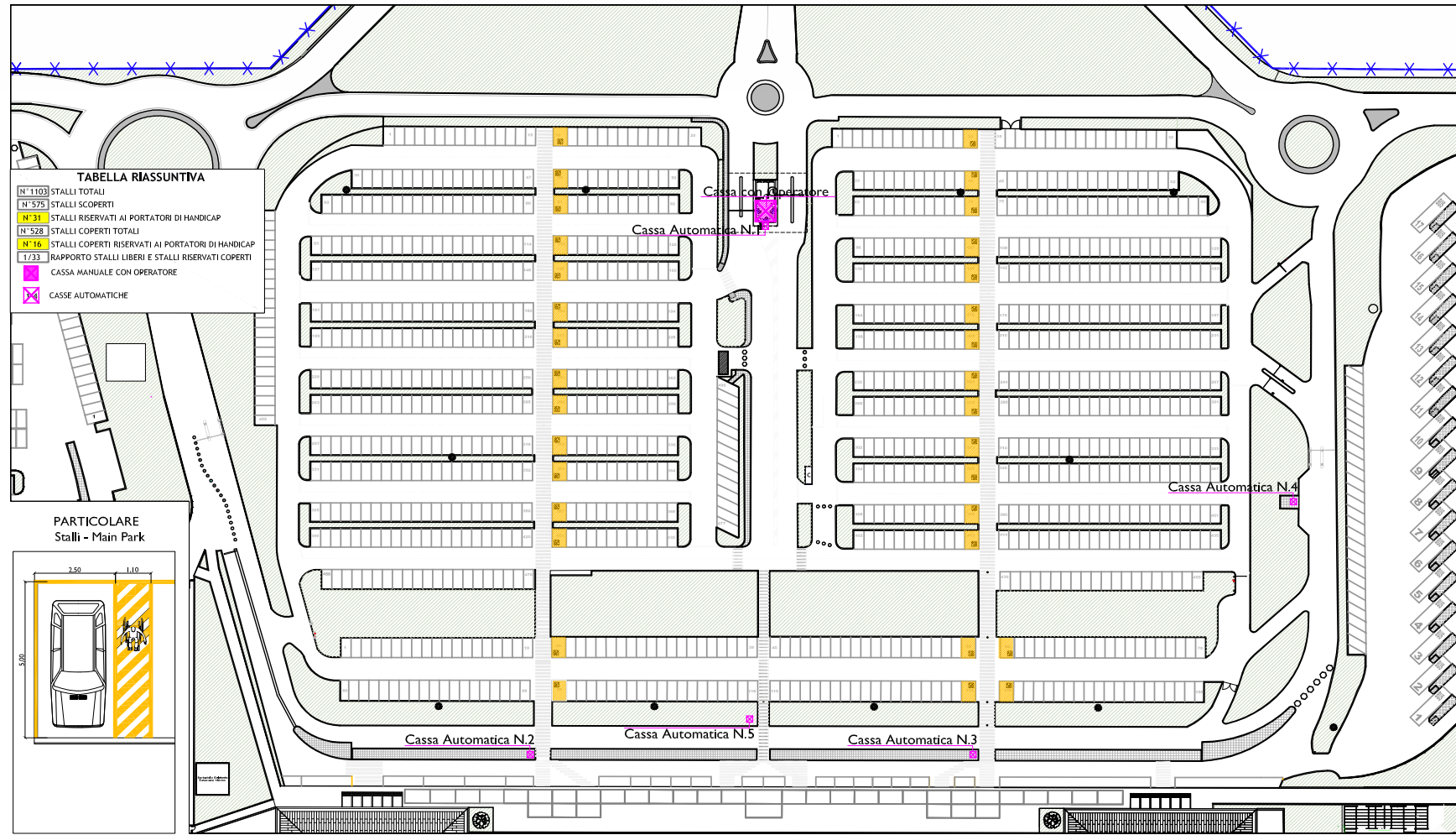
In the Passenger Guide section of the airport website there is a page dedicated to information and quality standards on services provided to people with disabilities or reduced mobility, the page also contains the EC Regulation 1107/2006; www.geasar.it - www.geasar.it/en/passenger-guide/special-assistance. Olbia Costa Smeralda airport guarantees disabled persons and persons with reduced mobility all assistance services on departure, transit and arrival. Departure assistance is ensured by means of an interactive totem, located outside the terminal, which allows through an intercom call system the arrival of dedicated staff. Assistance is also guaranteed at the parking lot through the service staff, there are also information signs with the number to contact to receive assistance in different areas of the terminal; at the entrance of the parking, in the short-stay area, in Terminal 2 and in the bus stop area. In the departures area, a completely renovated "Sala Amica" is available for passengers with disabilities and their companions. Inside the "sala amica" there is a waiting area reserved for people with autism, which has been designed with this disability in mind. Disabled passengers have the possibility to take advantage of assistance services provided by competent and qualified staff throughout the various phases of airport operations. This assistance service is guaranteed, even in cases where the request was not made at the time of booking. Dedicated services:

- Sala Amica - waiting room reserved for passengers with reduced mobility, located on the ground floor, before the security checkpoints;
- Waiting room reserved for people with autism, with design aimed at this sphere of disability;
- Wheelchairs available for passengers with reduced mobility both on arrival and departure;
- Loges path for blind people - the path leads blind or visually impaired people from the entrance for the disabled, on the sidewalk outside the terminal, to the toilets, the ticket office, the check in and the Sala Amica;
- The loges route map in Braille is available in the handicap entrance;
- Elevators - wheelchair access, push button panel with information in Braille;
- Lifts - available for boarding and disembarking passengers and companions on the aircraft;
- Parking lots - the airport has 32 spaces reserved for disabled passengers in the Main Park, the parking lot in front of the terminal. These parking lots are free of charge. To obtain exemption from payment of parking fees, disabled passengers must show their disability badge to the relevant staff. The badge must remain in the car during the entire parking period.









CAR PARKING MAP

AND RESERVED PARKING FOR REDUCED MOBILITY PASSENGERS



HOW TO REACH THE AIRPORT

-  From Nuoro: Strada Statale 131 DcN
-  From Cagliari: Strada Statale 131 DcN
-  From San Teodoro: Strada Statale 131 DcN
-  From Sassari: Strada Statale 729
-  From San Teodoro: Strada Statale 125 South
-  From Porto Cervo: Strada Statale 125 North



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

BY CAR (see map at page 16)

-  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 27min)
-  From Sassari: 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 CITY BUS

The urban transport service is guaranteed by the company A.S.P.O.
For information and schedules visit www.aspo.it

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

For information and timetables click on the link on the airport website where you can see the timetables of the buses that directly connect Olbia Airport with the main centers of the island and vice versa:

www.geasar.it/en/how-to-get-here/by-bus

Companies that make 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
- ARST ph. +39 0789 553000

BIKE SHARING

Bicycles are a means of sustainable mobility; Geasar has reserved a space for bike sharing to encourage the use of Bicycles that are available in the arrivals area, outside on the sidewalk of the Terminal.

For information please contact the airport's information office at +39 0789 563444 or at info@geasar.it.

For Bike Sharing points, please visit the following link:

www.aspo.it/bike-sharing



OLBIA COSTA SMERALDA AIRPORT SHOPPING

USEFULL NUMBERS

RESTAURANTS, SHOPS AND FACILITIES

Fish and Wine	0789 563415
Grain & Grapes	0789 563513
Kara Sardegna (prodotti e artig. Sardo)	0789 563470
Kara Kiosk	0789 563450
Kara Food	0789 563517 / 516
Kara Cafè	0789 563405
Kara Italy	0789 5632024
Meet and Great	0789 563721
Time In Jazz Music Bar	0789 563722
Abbigliamento Ambrosio	0789 67042
Boggi Milano	0789 67071
Billu Artigianato	0789 563470
Carpisa GO	0789 66291
Carpisa Woman	0789 66291
Eye Sport	0789 621703
Forexchange	800 305357
Fly Sistema Valigia Sicura	033 1777154
Immobilisarda	0789 909000
Isola	0789 563470
K-Way	0789 1825580
Libreria Feltrinelli	0789 69306
Meridiani	0789 562121
Olbia Fly Shop	078967042
Ottica Priarone	0789 66261

Pharma Olbia Airport	347 9808667
Trade News (edicola molo)	392 5558151
Yamamay	0789 67104

CAR RENTAL

Auto Europa (Sicily by Car, Dollar e Thrifty)	0789 642030
A.M. Service	0789 68884
Avis	0789 69540
B-Rent	0789 68685
Ellepi Autonoleggio	0789 69055
Europcar Italia S.p.A.	0789 69548
Gold Car	0789 66517
Hertz Italiana S.p.A.	0789 69389/66024
Interrent	338 6138376
Locauto	0789 68979
Maggiore Rent S.p.A.	0789 69457
Mida Rent	0789 645233
Noleggiare S.r.l.	0789 67178
Only Sardinia	0789 68947
Ruvioli Reant a Car	0789 69733
Sardinya Autonoleggio	0789 69367
Smeralda Express s.n.c.	0789 69192
Sixt	0789 645108
Win Rent	0789 645108

OLBIA COSTA SMERALDA AIRPORT

Airport information	0789 563444
Business Center	0789 645744
Club Lounge	0789 563488
Eccelsa aviation	0789 563480
Exchange Office	0789 1890347
First aid	0789 563457
Freight Office	0789 645119
Geasar	0789 563400 - www.olbiaairport.it - info@geasar.it
Lost / Found	0789 563456
Luggage storage	0789 563444
Parking	0789 563471

AIRPORT BODIES

Customs	0789 69494
Enac - D.A. Olbia	0789 69101
Enav	0789 69435
Finance Police	0789 69496
Fire Dep.	0789 69502
Military Police	0789 64450
Police	0789 641059

GENERAL INFORMATION

PASSENGER RIGHTS

Information on the rights of passengers at the terminal can be consulted through brochures available to the passenger in the check in area or by visiting the website www.geasar.it in the passenger guide page <https://www.geasar.it/en/passenger-guide/passenger-rights>. Regulation (EC) n. 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding, cancellation or long delay of flights.

DOCUMENTS

At the check-in desk, a valid ID card or valid passport is required; at security checkpoints, a boarding card is required. Depending on the destination, further documentation may be requested, in accordance with applicable immigration rules.

PASSPORT CONTROL

Coming from an Italian destination or from a Schengen country and leaving for a non-Schengen country or vice versa, you must go through passport control. A security check is also provided to transit passengers from non-Schengen countries to all destinations.

CUSTOMS OFFICE AND VAT REFUND

The offices of the Customs are located in the arrivals area. The Passengers resident outside the European Union can obtain a refund of the sales of goods purchased in Europe. The refund request must be delivered at the point tax refund at the airport in the departures area. The customs or currency controls for arriving passengers are always provided.

Phone +39 0789 69494.

For more information: www.adm.gov.it.

FIRST AID

The First Aid provides health assistance 24 hours, all days of year to the entire Airport population. Assistance is carried out even outside the surgery with the help of mobile units advanced depending on the type event. If necessary call the First Aid at the following number +39 0789 563457.

AIR HEALTH

USMAF Porto Torres Offices - 335 7262831
Rome Offices - 06 59944824 / 06 59949142

You should visit the website www.viaggiasesicuri.it or prevention measures to be followed depending on the destination of the trip.

LUGGAGE STORAGE

Luggage storage is located inside the airport in the arrivals area. The service is guaranteed every day from 8 am to 10 pm.

For more information: INFOPOINT - Olbia Costa Smeralda Airport.
Phone +39 0789 563 444

BIKE POINT

The airport has a dedicated box to cyclists within the P1 car park, located opposite the terminal. In Bike Point are an equipped workbench for the small maintenance of the bicycle and a library that offers the most interesting publications on Sardinia, with maps and cycling guides. The technical support is free. For information, please contact the parking area.

Phone +39 0789 563 471.

LUGGAGE TROLLEYS

The luggage trolleys available to the passenger are free, you can take it inserting a coin of 50 cents, 1 euro or 2 euro which will be returned upon release in the collection points.

COURTESY STROLLERS

Olbia Airport provides its passengers with completely free courtesy strollers. The project, designed by Olbia Airport always careful to needs of passengers, has the aim of allowing passengers traveling with small children to use comfortably the stroller inside the airport and then return it on departure.

OTHER SERVICES

Airport Wi-Fi free, currency exchange, charging stations of electronic devices (PC, mobile, tablet), soft drink machines / snack, luggage sealing service, out of size baggage drop-off. ATM available.

CODE	COMPANY	WEBSITE
BT	airBaltic	www.airbaltic.com
AF	AIRFRANCE	www.airfrance.it
YW	AIR NOSTRUM	www.airnostrum.es
AZ	Alitalia	www.alitalia.com
OS	Austrian	www.austrian.com
OB	Blue Air	www.flyblueair.com
BV	Blue Panorama airlines	www.blue-panorama.com
BA	BRITISH AIRWAYS	www.britishairways.com
SN	brussels airlines	www.brusselsairlines.com
GM	chair	www.chair.ch
DE	Condor	www.condor.com
DX	DAT	www.dat.dk
U2	easyJet	www.easyjet.com
WK	edelweiss	www.flyedelweiss.com
EW	Eurowings	www.eurowings.com
LO	LOT	www.lot.com
LH	Lufthansa	www.lufthansa.com
LG	Luxair	www.luxair.it
N0	neos	www.neosair.it
DY	norwegian.com	www.norwegian.com
S7	S7 Airlines	www.s7.ru
SK	SAS	www.flysas.com
QS	smartwings	www.smartwings.com
LX	SWISS	www.swiss.com
T0	transavia	www.transavia.com
V7	VOLOTEA	www.volotea.com
VY	vueling	www.vueling.com
W6	Wizz	www.wizzair.com



Destinations and airlines can be modified, please see www.aeroportodiolbia.it

THE GEASAR GROUP'S COMMITMENT TO THE ENVIRONMENT

The Geasar Group is aware that a management strategy aimed at reducing the environmental impact of its activities is, beyond legal obligations, a fundamental element for the success and satisfaction of its users.

In order to best identify and manage direct and indirect environmental impacts, Geasar has implemented, since 2009, an Environmental Management System certified according to the international reference standard ISO 14001, integrating into the decision-making process the principles that promote the values of sustainability in the long term through political actions, corporate practices and social behaviour summarised and published annually in the Corporate Sustainability Report. Geasar's commitment is to pursue a sustainable environmental policy of continuous improvement in the design, construction and management of airport infrastructure, minimising, where technically possible, any negative impact on the environment and making every effort in terms of organisation, operations and technology to prevent water, air and soil pollution.

Geasar has adhered to the Airport Carbon Accreditation programme, recognised by ACI Europe, (Airports Council International) which covers 4 levels of accreditation (Mapping, Reduction, Optimisation, Neutrality) obtaining in October 2019 the level 2 certificate "Reduction" which certifies Geasar's commitment to the reduction of Greenhouse Gas (GHG) emissions. In order to reach the Level 4 Neutrality objective, Geasar has drawn up a plan of action including: the installation of photovoltaic systems, the replacement of diesel-powered vehicles with electric vehicles, the implementation of charging stations for electric cars and a system for the constant monitoring of consumption.

In recent years, in addition to reducing the consumption of water from the public supply network, diesel oil and electricity, the first important measures have been taken on electrical systems to save energy and reduce CO2 emissions, with the installation of systems for the constant monitoring of consumption and the replacement of some diesel-powered ramp vehicles with electric vehicles.

Training courses have been held to raise the awareness of all airport operators (stakeholders) on the adoption of good environmental practices. In 2020 the water treated by the airport purifier was used to irrigate green areas, the separate collection of urban waste reached 80%, the reduction of disposable plastic used in the airport continued, a plastic-free approach has been adopted in all company offices. Olbia airport is engaged in a campaign to raise awareness among passengers on the protection and defence of the environment through videos shown on terminal monitors, on its website and on social networks.

Geasar supports relationships of synergy and collaboration with local authorities, so that airport development activities and environmental protection coexist in a compatible way.





OLBIA COSTA SMERALDA AIRPORT TRADITIONAL FOOD

PROTECTION AND PREVENTION MEASURES ADOPTED AT OLBIA COSTA SMERALDA AIRPORT

Following the application of national and international protocols, ENAC guidelines for improvement and adaptation of the airport to the new health requirements, Olbia Costa Smeralda Airport has obtained the Airport Health Accreditation (AHA) certification issued by the Airports Council International (ACI), an international association representing more than 1,900 airports worldwide.

The certification was granted following the evaluation of the health measures and procedures introduced by Geasar following the COVID-19 pandemic and their compliance with the recommendations of ICAO (International Aviation Organization), EASA (European Union Aviation Safety Agency) and the protocol of the European Centre for Disease Prevention and Control (ECDC - Aviation Health Safety Protocol).

Among the elements taken into consideration by ACI for the issue of the certification of cleaning and disinfection of airport spaces; the activity of monitoring of passenger flows and the consequent maintenance of physical distances; the protection provided to staff and the effective communication to passengers through social channels, the web and the airport platform (monitors, signs, etc.).



CERTIFICATE OF ACCREDITATION

Aeroporto Olbia Costa Smeralda

This certificate recognizes your airport's commitment to prioritizing health and safety measures in accordance with ICAO Council Aviation Restart Task Force recommendations and in alignment with the joint EASA and ECDC Aviation Health Safety Protocol and ACI EUROPE's Guidelines for a Healthy Passenger Experience at Airports.

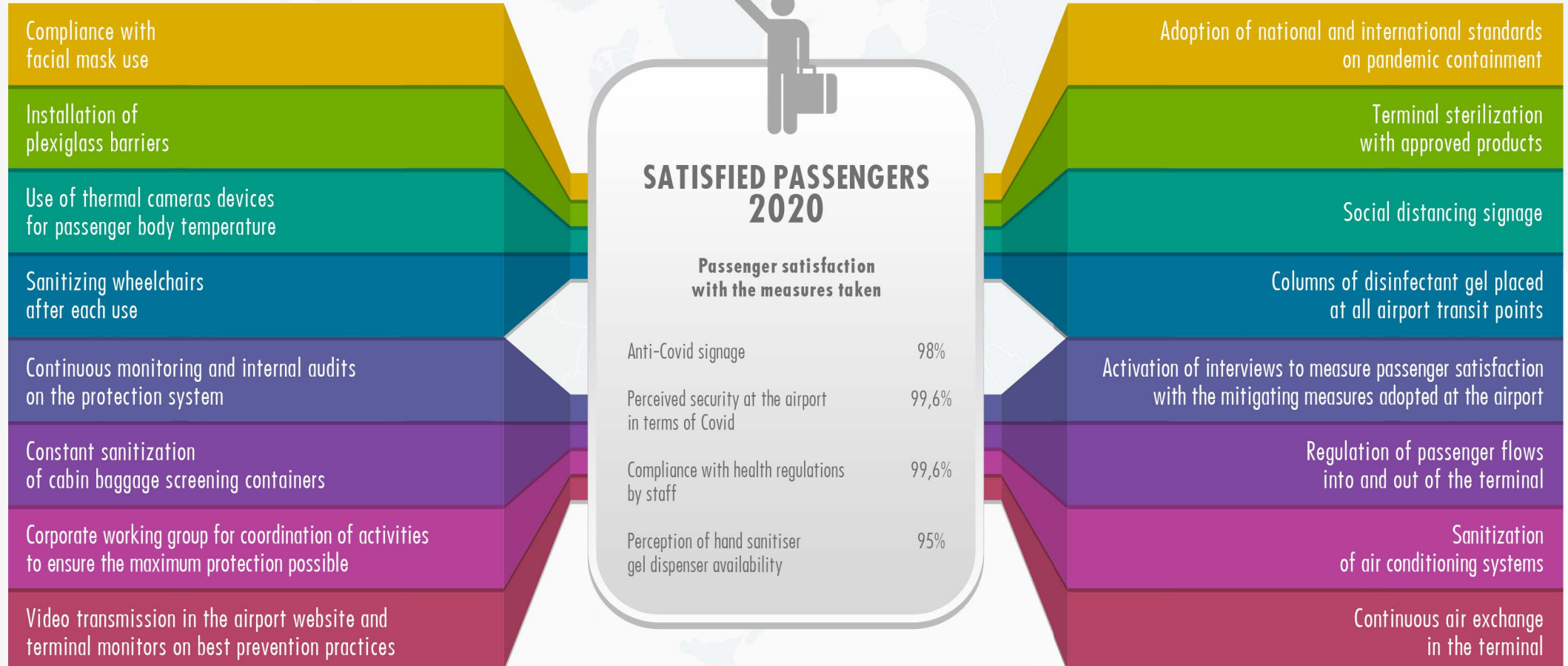
DATE OF ISSUANCE 25/01/2021 DATE OF EXPIRY 25/01/2022


LUIS FELIPE DE OLIVEIRA
Director General
ACI World


OLIVIER JANKOVEC
Director General
ACI EUROPE

Supported by
 ICAO

MEASURES IN PLACE IN RESPONSE TO COVID 19 AT OLBIA COSTA SMERALDA AIRPORT



Compliance with facial mask use

Installation of plexiglass barriers

Use of thermal cameras devices for passenger body temperature

Sanitizing wheelchairs after each use

Continuous monitoring and internal audits on the protection system

Constant sanitization of cabin baggage screening containers

Corporate working group for coordination of activities to ensure the maximum protection possible

Video transmission in the airport website and terminal monitors on best prevention practices

Adoption of national and international standards on pandemic containment

Terminal sterilization with approved products

Social distancing signage

Columns of disinfectant gel placed at all airport transit points

Activation of interviews to measure passenger satisfaction with the mitigating measures adopted at the airport

Regulation of passenger flows into and out of the terminal

Sanitization of air conditioning systems

Continuous air exchange in the terminal

COMPLAINTS AND SUGGESTIONS

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

Geasar S.p.A. has prepared for this purpose a special model that can be found in the section of the airport website in the contact area or simply by clicking on the following link <https://www.geasar.it/en/airport-guide/contact-us> or by filling the appropriate forms in the terminal, available at the information offices.

Comments can also be sent by ordinary mail, e-mail, certified email or fax. With the same criteria, any refund requests may be forwarded. Claims must clearly include: name, surname, address of the customer, description of the episode with particular regard to the date. Geasar will send a reply within 30 days from receipt of complaints containing the information above.

Complaint / suggestions by mail, send to:

Geasar S.p.A
Customer Relations Office
Olbia Costa Smeralda Airport
07026 Olbia (OT)

By email: servizioclienti@geasar.it
By certified email: geasar@pec.it
By fax: +39 0789 563401



Aeroporto
Olbia Costa Smeralda
GEASAR

GEASAR S.P.A.

Aeroporto Olbia Costa Smeralda - 07026 Olbia (Italy)

ph: +39 0789 563 400

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