

Cargo Service Charter 2013 - 2014

Leonardo da Vinci Airport

CONTENTS

Freight service quality	p.3
Leonardo da Vinci Airport overview	p.4
A company linking up the world	p.5
Airport operations managed and controlled by ADR	p.6
Cargo City	p.7-8
Infrastructures and services	pp.9-10
Way-finding in the Cargo City	p.11
The features of Cargo City	p.12
The Service Charter	pp.13-17
Glossary	p.18
Information and useful numbers	pp. 19-23

FREIGHT SERVICE QUALITY

Dear Customer,

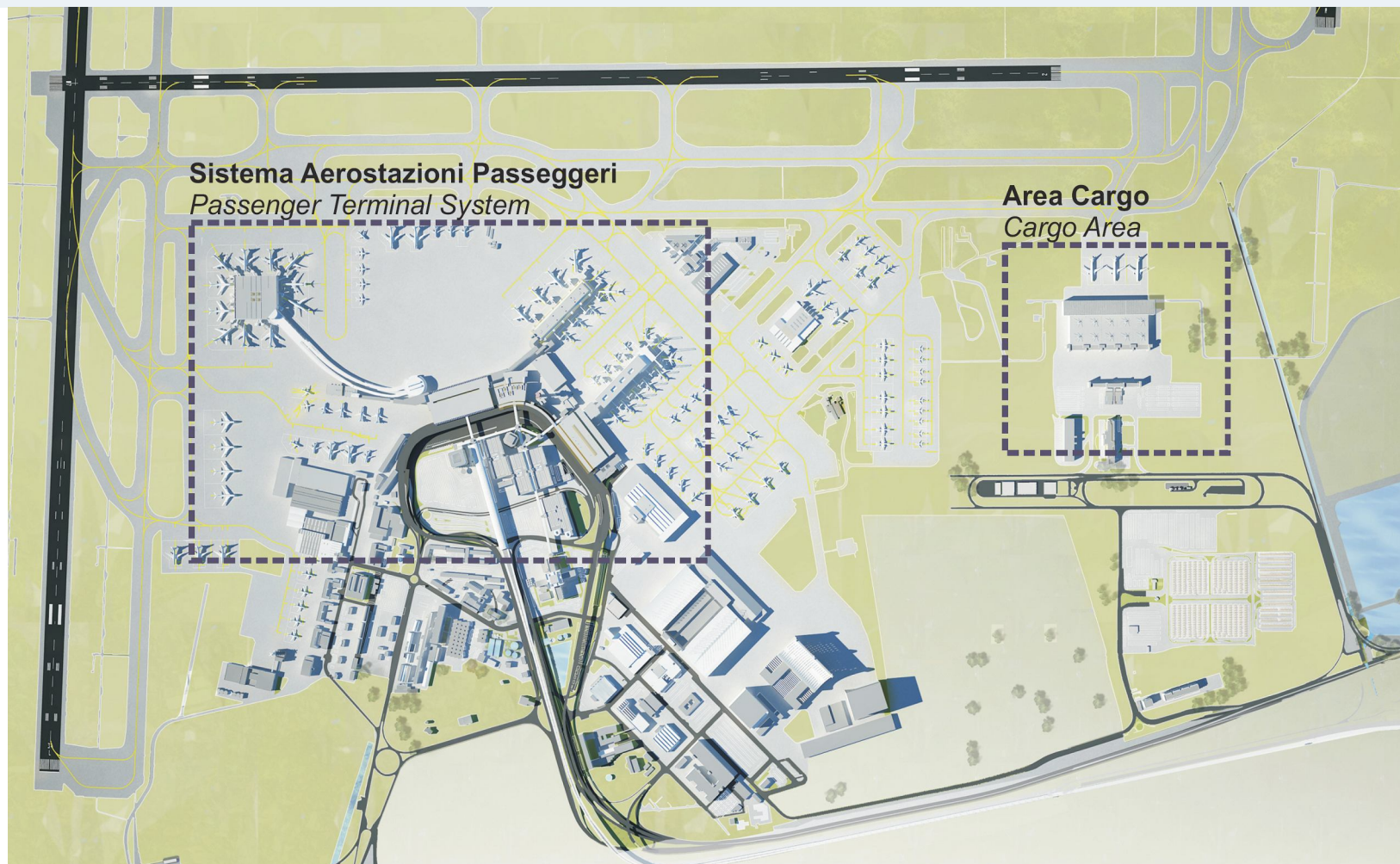
Aeroporti di Roma, through the Service Charter, is pleased to illustrate the services and structures dedicated to freight transport, at Fiumicino airport.

The Service Charter describes the principal operations and the quality objectives for services provided by freight handlers and represents the Company's commitment to guarantee services in line with Customer requirements.

Welcome to Cargo City.



LEONARDO DA VINCI AIRPORT - OVERVIEW



A COMPANY LINKING UP THE WORLD

ADR is the leading airport managing company in Italy and the sixth in Europe in terms of traffic volumes.

The Company has an exclusive concession to manage the entire airport system of Rome, comprising the intercontinental airport “Leonardo da Vinci” and the “Giovanni Battista Pastine” airport at Ciampino.

The company has a record of continuing growth. In 2012, it handled traffic volumes for over 41.5 million passengers and provided assistance to over 100 airlines connecting the capital with over 230 destinations.

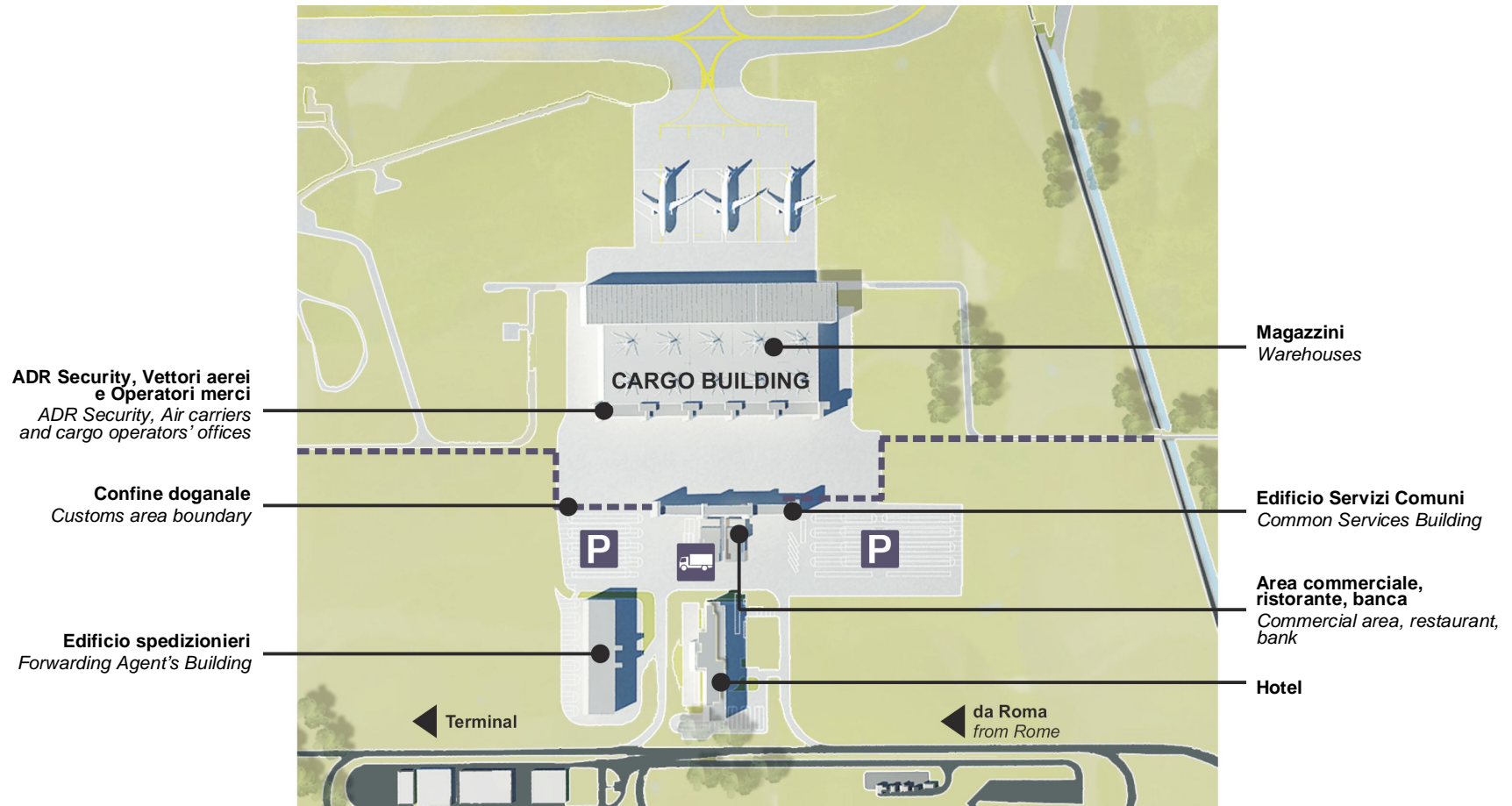
AIRPORT OPERATIONS MANAGED AND CONTROLLED BY ADR

AEROPORTI DI ROMA, the managing company of the Roman airports, is responsible for the administration and management of airport infrastructures. ADR coordinates and controls the activities of the private operators to whom it assures efficient, effective and transparent access.

In this context, ADR directly or through subsidiaries performs:

- design, construction and maintenance of terminals, buildings and other airport infrastructures;
- coordination of operations for the airport, IT systems for information to the public;
- development and management – directly or through third parties subcontracts – of the airport shops, food & beverage business, parking, offices and advertising space (through its subsidiaries);
- airport security services (passenger checks, control of hand and checked baggage, freight and mail) also on behalf of airlines and airport operators.
- assistance to passengers with reduced mobility, in compliance with standards of service specified in European Union document ECAC/30.

CARGO CITY



CARGO CITY

Cargo City, inaugurated in 2004, is an authentic “city dedicated to cargo services” situated inside the Leonardo da Vinci airport hub. The Cargo City project was implemented by Aeroporti di Roma to meet the growing demand for cargo traffic, especially in the markets of Lazio and the centre-south of Italy. This was an innovative project from all points of view: structural, logistic, technological and of security.

Cargo City is a highly advanced facility, which can efficiently handle and manage over 300,000 tons per year of all types of cargo: perishable goods, hazardous goods, valuable goods and animals.

Cargo City, which occupies a strategic position within the airport area, is directly linked to the motorway network and at about 70 Km from the port of Civitavecchia, and is firmly rooted in an expanding territorial context, not far from the new Exhibition Centre of Rome.

INFRASTRUCTURES AND SERVICES

The following two handlers are present at the Cargo City: Fiumicino Logistica Europa, Groundcare and Alitalia for self-handling. Great attention is given to perishable goods, which are an important component of Leonardo da Vinci's airport traffic. The warehouses are equipped with refrigerated areas and an automatic storage system called ETV (Elevator Transfer Vehicle).

The structure, in addition, has three aprons for "all cargo" aircrafts, situated immediately in front of the warehouses to facilitate and accelerate the handling of goods.

Cargo City also accommodates the offices of the following State agencies: Customs, Guardia di Finanza, Airport medical office, Veterinary and Plant Pathology Services, CITES* and others, which enable all the paperwork necessary for importing and exporting goods to be carried out in one site.

*Convention on International Trade in Endangered species of wild Fauna & Flora



INFRASTRUCTURES AND SERVICES

Ample space has been allocated to the offices and warehouses of air carriers, forwarding agents and cargo operators. The entire area is equipped with parking lots and is connected by bus to the passenger terminals. The Cargo City offers also commercial areas: a bank, a restaurant and a three-star hotel.



WAY – FINDING IN THE CARGO CITY INFORMATION FOR PRIVATE USERS

Goods delivery.

In order to forward goods it is necessary to contact an airline or an international forwarding agent. In both cases all information regarding the sender, the consignee and the cargo (size – weight contents) must be provided.

Goods collection.

The customer is informed of the shipment's arrival at Leonardo da Vinci by the airline that shipped the goods or alternatively by the freight handler that assisted the flight.

THE FEATURES OF CARGO CITY

Warehouse cargo sqm	25 536
Cargo building – offices sqm	3,450
Forwarding agents' building sqm	4,340
Common services building sqm	3,788
Loading/unloading area sqm	3,015
Loading/unloading positions	33
Loading/unloading truck parks sqm	1,992
Heavy vehicle manoeuvring area sqm	17,766
Parking stands for wide-body aircrafts	3
Parking lots	932
Commercial areas sqm	16,580

THE SERVICE CHARTER

The Charter: a guarantee for shipping goods.

The Service Charter is an authentic “warranty” for users who must ship or take delivery of goods. It describes the activities performed by operators involved in goods handling.

This second edition is a new appointment with customers that testify ADR's effort to guarantee appropriate levels of quality for the provided services.

One year after the first edition of the Cargo Service Charter, all bodies have been involved in order to redefine the structure of standards and set up new levels of quality. Furthermore, ADR measures on a daily basis and according to a sample plan, the level of services offered and verifies the compliance with the standards of the Service Charter.

THE SERVICE CHARTER - HOW TO READ THE STANDARDS

The Charter sets out the quality indicators and the relative performance contemplated in years 2013- 2014.

Quality indicators.

Define the level of the services offered with reference to objective data (e.g. time needed to collect goods).

Measurements units.

These are the objective parameters identified for measuring the quality of each service.

Quality level.

Refers to the level contemplated in years 2013-2014.

REGULARITY OF SERVICE

The agreements between operators on procedures and timescales for providing the services in the cargo area are aimed to ensure an organised, efficient and regular service.

REGULARITY OF SERVICE – GOODS IN IMPORT

INDICATORS	MEASUREMENT UNIT	QUALITY LEVEL 2013 - 2014	MODE OF MEASUREMENT
INDICATOR 1 Maximum time for transportation of freight and annexed documentation from aircraft to cargo infrastructure.	Time elapsing between Actual Time of Arrival (ATA) of flight and arrival of pallets or bulk goods on aircraft stand airside with annexed documentation	Times in 90% of cases ATA +75'	Measurement on a sample plan basis (ADR)
INDICATOR 2 Time of delivery of goods with annexed documentation in arrival to customer and notification of eventual irregularities	Time elapsing between Actual Time of Arrival (ATA) of flight and time when goods are made available, ready for delivery, by freight handler	Times in 90% of cases Wide body: ATA +300' for flights up to 3 ULD for unpacking, including bulk goods ATA +480' for flights with more than 3 ULD for unpacking, including bulk goods ATA + 195' for perishable and sensitive goods Narrow body: ATA +180' General cargo ATA +150' for perishable and urgent goods	Measurement on a sample plan basis and through information systems of handlers and airlines
INDICATOR 3 Time of delivery to customer from documentation issued at cashdesk and unloading	Time elapsing between documentation issued at cashdesk and delivery of goods to customer	Times in 90% of cases General cargo 60' Perishable and sensitive goods 30'	Measurement on a sample plan basis (ADR)

REGULARITY OF SERVICE – GOODS IN EXPORT

INDICATORS	MEASUREMENT UNIT	QUALITY LEVEL 2013 - 2014	MODE OF MEASUREMENT
INDICATOR 4 Maximum waiting time for acceptance of goods' documentation	Time elapsing between presentation of bordereau by customer and acceptance of it by the cargo handler	Times in 90% of cases 40'	Documentation provided by handler cargo
INDICATOR 4 BIS Time elapsing between acceptance of bordereau and beginning of goods' check	Time elapsing between acceptance of bordereau and beginning of goods' check by cargo handler. The parameter varies during peak hours (Friday from 6 p.m to Saturday 4 p.m.)	Times in 90% of cases Bulk goods: <i>Peak hours:</i> 4 hours <i>Off-peak:</i> 1 hour ULD: 1 hour	Documentation provided by handler cargo
INDICATOR 5 Availability of goods prepared for boarding with annexed documentation	Time elapsing from Scheduled Time of Departure (STD) of flight and time when goods are available for transportation to the aircraft	Times in 90% of cases Wide body: STD – 150' Narrow body: STD – 90'	Measurement on a sample plan basis (ADR)

GLOSSARY

ADR: Aeroporti di Roma S.p.A.

Public Authorities: ENAC (Italian Civil Aviation Authority), Carabinieri, Police, City Police, Guardia di Finanza, Customs).

Handlers: companies providing flight-related assistance to passengers (ticketing, check-in, baggage handling, passenger transport).

Ramp Handlers: handle goods from the cargo warehouse to aircraft and viceversa.

Cargo Handlers: ensure goods and mail handling operations in the various specialized phases

Third-party Operators: retailers and service providers (shops, bars, restaurants, car-hire, filling stations, banks).

Freight forwarder: ships freight on behalf of third parties and manages the formalities for delivery to the consignee.

INFORMATION AND USEFUL NUMBERS

Common Services Building

CUSTOMS 06 65954342 (MON - FRI 8.00 -18.00, SAT 8.00 -14.00)
CITES* 06 65012311 (MON-FRI 09.00 -17.00 SAT 09.00-13.30) - 06 65953870/3882
GUARDIA DI FINANZA 06 65954848 (24h)
PLANT PATHOLOGY 06 65011561 (MON -FRI 8.00 -17.00, SAT 8.00 -14.00)
AIRPORT MEDICAL OFFICE 06 65954955 (MON - FRI 9.00 - 18.00, SAT 9.00 -14.00)

VETERINARY OFFICE:

SECRETARIAT 06 65953168
VETERINARY OFFICE COMPLIANCE EU 06 65954822 (MON - FRI 8.00 -18.00, SAT 8.00 -14.00)
INSPECTION OFFICE 06 659527049 (MON - SAT 8.00 -20.00)
VETERINARY DOCTORS 06 659527047/8 (MON - SAT 8.00 - 20.00)

CONSORZIO AIRPORT CARGO OPERATORS 06 65953298

* *CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES OF WILD FAUNA & FLORA*

INFORMATION AND USEFUL NUMBERS

Cargo Building

ADR Security 06 65953279/3980

ADVANCED CUSTOM ELABORATION PARIS PIERLUIGI 06 97150097

ASD INTERNATIONAL 06 65010815

AIR CHINA 06 65952786

AIR IMPEX 06 65956687

AIR SERVICE 06 65010248

ALITALIA 06 65615116

BARBARINI & FOGLIA 06 6586125

BLUE PANORAMA 06 65011450

CISMAT 06 65010907

CUSTOMAIR 06 65011244

DHL AVIATION 06 65959456

DITTA INDIVIDUALE FABRIZIO TROIANI 06 65956397

EMIRATES 06 65953582

FATA LOGISTIC SYSTEMS 06 6520328

ACP Air Cargo Promoter 06 65954320

AMA AIR MARKETING 06 6529154

AIR CARGO 06 65010530

AIR CONSULT 06 6529440

AIR LOGISTICS 06 659527304

AIR TRANSPORTATION CONSULTANTS 06 65010715

AVIATION COMPANY 06 659528808

BEST AIR TRANSPORT SERVICES 06 65957836

CARGO SERVICE CENTER 06 65953868

CONSORZIO ABCR 06 6529228

DAMA EXPRESS 06 659522989/8

DITTA INDIVIDUALE DEL CORONA FABIO 06 65958697

DVH 06 65010005

ERREDIENNE 06 65011176

FERRI 06 65011059

INFORMATION AND USEFUL NUMBERS

FIUMICINO LOGISTICA EUROPA 06 65953893

GAL CARGO SERVICES 06 65011743

GENERAL TRANSPORT SYSTEM 0665010103

IRANAIR 06 65953179 / 4140

LUFHTANSA CARGO 02 67442565

MS 06 65491665

PANALPINA TRASPORTI MONDIALI 06 65011214

SITES 06 6529017

SINGAPORE AIRLINES 06 65955791 / 5785

SWISS 06 65953867 / 3878

TRANSOR INTERNATIONAL 06 65953626

GROUND CARE 06 659528620

GLOBE AIR CARGO 06 65957412

IBERIA 06 65955855

LS LOGISTICA & SPEDIZIONI 06 65010500

M.C.M.LOGISTICA & TRAVEL S.r.L. 06 65491665

ORMESANI 06 65017308

SIMAI 06 65953529

SOCIETE DE FRET ET DE SERVICES 06 65958079

THAI INTERNATIONAL 06 65954073

XPRESS 06 65010284

INFORMATION AND USEFUL NUMBERS

Forwarding Agents' Building

AEROSERVIZI	06 65954183	ALBERICO ALBARELLA	06 659524810
ALHA AIRPORT	06 65954523	AMCO	06 65024167
ASM IMPORT	06 65954979	B.A.S.	06 65953686
CECCHETTI SPEEDCOOP	06 65953521	CONSORZIO ABCR	06 6529228
CONSORZIO AIRPORT CARGO OPERATORS	06 65954995	EL AL	06 65954017
ESSEDI	06 659525505	FRESCHI & SCHIAVONI	06 65954162
INTERNATIONAL AIR SERVICE & CONSULTING		INTERSPED	06 65953155
06 65011158			
KALES AIRLINE SERVICES S.r.L.	06 65953471	KINTETSU WORDL EXPRESS S.r.L.	06 65047956
MICHEL PARIS	06 65953677	NIPPON EXPRESS ITALIA	06 65954083/4114
PATRIZIA CAROSI	06 65012051	TECHNOSPED INTERNATIONAL	06 6528038
WORLD AIR	06 65958059		

LEONARDO DA VINCI AIRPORT – USEFUL NUMBERS

ADR airport operator and flight information - 06.65951 (24h)

ENAC - Italian Civil Aviation Authority - Airport Superintendent - 06.65953139 (8.00 / 17.00)

Carabinieri - 06.65954040 (24h)

Customs - External Relations - 06.65954342 (8.00 / 14.00 MON-FRI)

Guardia di Finanza - 06.65954848 (24h)

Police - 06.65953595 (24h)

City Police - 06.65954030 (7.00 / 14.00)

Fire Brigade - 06.65954444 (24h)

Towed vehicles park - 06.65955175 (24h)

ADR Mobility parking information - 06.65953558 (24h)

Lost property office - 06.65955253 (9.00 / 13.00)

First aid - 06.65953133 / 4 (24h)

Airport medical office (vaccinations) - 06.65011438 (24h)

Chemist's

- Terminal 1 - 06.65010974 (7.00 / 22.00)

- Terminal 3 - 06.65010840 (7.00 / 22.00)

Railway information – Trenitalia - 892.021 (24h)