



CHARTER FOR SERVICES



INDEX

INTRODUCTION	2
CHARTER FOR SERVICES PURPOSES	2
SECTION 1	3
1. COMPANY OVERVIEW AND SERVICES.....	3
Helicopter Network.....	3
a) Direct Flights	3
b) Indirect Flights.....	3
c) Multi-modal Interconnections	3
Mobility Card - General Rules and Fundamental Principles	4
a) Impartiality and equality	4
b) Continuity	4
c) Participation	4
d) Effectiveness and Efficiency.....	5
Aspects related to front-line staff.....	5
SECTION 2	6
2. BASIC FACTORS, QUALITY INDICATORS AND STANDARDS	6
Service quality	6
Travel safety	6
Passengers' personal and property safety	6
Service regularity	6
Cleaning and hygienic conditions.....	7
Customer information.....	8
Travel comfort	8
Monitoring systems.....	8
SECTION 3	10
3. COMPANY-USERS DIALOGUE PROCEDURES	10
Complaints and suggestions procedures	10
Reimbursement procedures.....	10
Insurance covering personal injury and property damage	10
ANNEX 1 - REIMBURSEMENT PROCEDURE	12
1. Full reimbursement of the ticket price	12
2. Partial reimbursement of the ticket price	12
3. Reimbursement limitations	13
4. Lost tickets	13

INTRODUCTION

CHARTER FOR SERVICES PURPOSES

The Mobility Card is an operating tool used by the Air Navigation Services Company Alidaunia S.r.l. in order to guarantee a services standard for citizens.

The Mobility Card is available at any Apulian airport as well as at the main retail outlets and company ticket offices, in addition to the Company Directorate Offices in Foggia, via degli Aviatori - "Gino Lisa" airport.

Therefore, it is an instrument for:

- defining the basic factors of the offered services quality;
- illustrating the offered services levels to citizens-customers;
- committing the company to continuously monitor and improve the services offered to and perceived by the customers, according to modalities and characteristics that clients can objectively assess;
- improving the relationship between the customers and the company.

The Mobility Card consists of an introduction and three sections. The Introduction describes the structure and general aspects of the document;

The 1st section describes the company overview, some brief information on its structure and services offered as well as the fundamental principles of the Mobility Card;

- The 2nd section describes the quality monitoring systems of the services offered to the customers;
- The 3rd section defines the dialogue procedures between the customers and the company concerning complaints, ticket reimbursement modalities and compensation for damages.

SECTION 1

1. COMPANY OVERVIEW AND SERVICES

From 1 March 1986, Alidaunia S.r.l. has been working in the Public Transport field at a local and regional level in Apulia, with no interruptions or suspensions of activities.

Helicopter Network

a) Direct Flights:

At the moment, its helicopter network includes 152 km in the province of Foggia, thanks to the FOGGIA >< TREMITI Islands line. Flying over Foggia, Apricena, Lesina Lake, Tremiti Islands, the two-third of the route is over the land and, for a third part, over the Adriatic sea.

Some interesting data:

- Total terminals: 2
- Total stops: 2
- Annual average mileage covered: 114,000 helicopter km
- Annual seats offered: 1,368,000 seats

b) Indirect Flights:

The helicopter network totally covers 456 km thanks to the additional 304 km of the activities carried out during the whole year on Monday and Friday and, from 15 June to 20 Sept., also on Saturday and Sunday.

In addition to the terminals of FOGGIA and TREMITI Islands, the new interconnection system includes an additional terminal in VIESTE, in order to allow the eventual embarkation/disembarkation of passengers from this place. The two-third of the aircraft route is over the land and, for a third part, over the Adriatic sea.

Some interesting data:

- Total terminals: 3
- Total stops: 3
- Annual average mileage covered for the new service: 21,028 helicopter km
- Total annual average mileage covered: 130,720 helicopter km
- Annual seats offered: 1,960,800 seats

c) Multi-modal Interconnections:

The air transport network operating at the G.Lisa Airport is currently represented by:

- DARWIN AIRLINES, with the flights from/to FOGGIA - MILANO MALPENSA, from/to FOGGIA - PALERMO and from/to FOGGIA - TORINO;
- Alidaunia, with the flights from/to FOGGIA - TREMITI and from/to FOGGIA - TREMITI - VIESTE.

In this way, Alidaunia operates with other air services interconnected with the same airport and guarantees the indirect connection of its territory with any other country.

The G.Lisa Airport also offers various road transport services managed by:

- ATAF - *Azienda Trasporti Automobilistici Foggia*, which connects the city centre to the railway station of Foggia;
- METAUROBUS, which offers a connection to the "Karol Wojtyła" Airport of Bari.

These destinations are, in turn, end stations of other connections with the Brindisi Airport and with some other important cities of Apulia and Basilicata regions.

In addition to the operating service between Foggia and "Karol Wojtyła" Airport of Bari, the work in progress on the railway transport service will connect the airport of Bari to the national rail network.

Moreover, the stopover of Alidaunia in Vieste allows citizens to access the maritime transport thanks to the local port.

Mobility Card - General Rules and Fundamental Principles

The Company commits to provide its public transport services according to the fundamental principles indicated in the Directive of the President of the Council of Ministers of 27 November 1994 and that include:

a) impartiality and equality

- no forms of discrimination;
- principle of equal treatment (compatible with forms of reduced rates according to clear and well-known criteria);
- transport access improvement for customers with disabilities (i.e. a handicap), by adopting particular initiatives according to the economic capacity of the company.

b) continuity

- the service shall be provided in a continuous and regular way, with no interruptions to the scheduled plan;
- any accidental case or case of force majeure, often unpredictable, can affect the service continuity;
- in case of strikes, the guaranteed services periods will be communicated in time;
- in case of necessities or scheduled interruptions, the company can indicate alternative services to its customers with a prompt communication.

c) participation

- the company allows customers participation to constructive analysis of the main problems of the services.

d) effectiveness and efficiency

- according to its competencies, the company chooses to provide its services by implementing an improvement in terms of effectiveness and efficiency; this improvement is assured by the constant quality monitoring of the services offered.

Aspects related to front-line staff

The front-line staff with a direct contact with customers will be provided with an identification card. The "G.Lisa" Airport staff, as well as the ticket offices and the aircraft staff can be recognized by the company uniform.

The company assures that both oral and written communications are clear and can be easily understood by everybody, and adopts a tenor aiming at the creation of trust and collaboration with the clients.

Therefore, some focused training activities will be carried out in order to pursue these purposes.

SECTION 2

2. BASIC FACTORS, QUALITY INDICATORS AND STANDARDS

Service quality

The company is determined to improve the services provided and, to this aim, it has identified some quality standards to be used as a reference and to be constantly monitored.

Quality standards are:

- travel safety;
- travellers' personal and property safety;
- service regularity;
- cleaning and hygienic conditions;
- customers information;
- travel comfort.

Travel safety

This concept refers to the absence of risks for customers/users.

In the available company data, there is no evidence of accidents occurred during flying activities since the company was established, on 1 March 1976 and, therefore, the travel safety level can be considered very high.

The annual average number of injured people (on a 28-year span) is zero.

Passengers' personal and property safety

There is no evidence of serious nor petty crimes committed at the expense of passengers travelling on the company aircraft.

The flight crew members have a constant radio contact with the air traffic control units.

Since 1998, the staff in charge of the service has been provided with a mobile phone working within the internal network. This represents an easy possibility to communicate with the fixed installations and the offices of the company as well as to call official emergency numbers (the Police, the Italian Carabinieri police body, Fire service, etc.).

Service regularity

Service regularity is a fundamental purpose of the company.

Alidaunia guarantees a high level of regularity in terms of compliance with scheduled timetables, with a 100% of flights carried out.

Scheduled flights that have not been carried out (4 cases in more than 18 operating years) are due to an exceptional event: a persistent presence of dense fog at the flight departure or arrival. Therefore, the resulting percentage is as low as to be considered irrelevant.

In cases of bad weather conditions, flights are carried out with a maximum delay of 30-60 minutes.

In cases of helicopter failure, it is always replaced by an alternative helicopter.

In cases of strikes, as provided for in the Italian Law no. 146/90, concerning the self-regulation of strikes in public services and air connections with the islands, at least one of the flight scheduled in the morning is guaranteed as follow:

- FOGGIA dep. 08.40 - TREMITI arr. 09.00
- TREMITI dep. 09.10 - FOGGIA arr. 09.30

Notes: on Monday and Friday, the timetable is:

- FOGGIA dep. 08.40 - TREMITI arr. 09.00
- TREMITI dep. 09.10 - VIESTE arr. 09.30
- VIESTE dep. 09.35 - FOGGIA arr. 09.55

Anyway, the reliability of the service in terms of punctuality depends on various factors, the most relevant ones being due to limitations or prohibitions imposed by the military authority and by the air traffic controlling authorities, to the situation of the departure/arrival facilities (airports, helipads), and to the weather conditions.

In 2014, in order to achieve its purpose to improve the service offered, Alidaunia has established a new technical-operating office, near the airport facilities, with a helicopter terminal and a working daily/nightly helipad as well as a passengers' cars dedicated area.

The arrival terminal in San Domino (Tremite Islands) has been established and has become operative in 2010; it includes all the services of an heliport (similar to an airport services).

Some data:

In terms of service punctuality:

According to the data retrieved and entered in the elaboration electronic system, the helicopters that leave on time (0-5 minutes of delay) generally represent the 98% of total flights carried on.

Cleaning and hygienic conditions

There is a company internal personnel in charge of the helicopters and ticket offices cleaning, while an external cleaning staff deals with the facilities (terminal, booking and ticket offices of the SEPA S.p.A.). Periodically, an extraordinary cleaning activity is carried out on the aircraft used for the services.

Another staff of Alidaunia deals with the cleaning of other helicopter terminals (Foggia, Tremite Islands, and Vieste).

Customer information

Information is a fundamental aspect for improving the relationship with customers.

Notifications, communication etc. can be used to provide information promptly.

To this end, Alidaunia uses: notice boards, audio diffusion systems in the heliports, newspapers and press releases.

Moreover, updated info are available at the website www.alidauna.it.

It is also possible to contact by phone Alidaunia offices at 899-325292, from 08.00 a.m. to 1 p.m. and from 3 p.m. to 6 p.m.

Also the main affiliated travel agencies can provide info on the helicopters service, included by phone (their contacts can be retrieved on the Internet or at Alidaunia offices).

Travel comfort

The number of seats offered meet the flight demand of passengers.

The introduction of the new AgustaWestland 139 helicopter, with a capacity of 15 passengers seats, purchased thanks to the relevant and necessary financial contribution of the Apulia Region Authority, has resolved the annual issue concerning the increasing demand of passengers during the high season and has improved the comfort during the flight.

Also the cleaning activities carried out on the aircraft used for the service contribute to the comfort and to the hygienic condition of the helicopters.

In this regard, Alidaunia is sure that a renovation refurbishment of the aircraft fleet is determining for an effective improvement of the flight comfort.

Studies carried out during daylight have enhanced the aircraft ergonomics, reduced the noise inside the aircraft, improved the audio diffusion system quality, increased the efficacy of the air-conditioning system (that faces the high summer temperatures with the highest level of passengers traffic), and enlarged the capacity of the cargo compartment in order to meet the baggage requirements of customers.

Monitoring systems

The company offers a monitoring system for the services quality, aiming at measuring:

- the clients' degree of satisfaction concerning the indicators that require surveys. The results are compared to the established standards, in order to verify the level of achievement of the set goals;
- the level of global perception for each quality factor, measured in terms of percentage of satisfied customers as for an analysed service aspect;
- performances of the procedures concerning reimbursements.

Some modalities for collecting these results are:

- questionnaires;
- samples interviews;
- surveys.

SECTION 3

3. COMPANY-USERS DIALOGUE PROCEDURES

Complaints and suggestions procedures

In every helicopter terminal, ticket office and in the main affiliated travel agencies, there is a register of 'COMPLAINTS' on which it is possible to record a complaint and/or a suggestion in order to communicate:

- a non-correspondence between the expectations defined by the Mobility Card and the service quality;
- useful indications for improving the transport service, according to the customers.

Complaints and/or suggestions are reported in written:

- by using the printed form included in the register of complaints and, in this case, a copy of the forms will be forwarded to Alidaunia Directorate Offices;
- otherwise, passengers can send a postal mail (to Alidaunia, S.S.673 Km.19,00, 71122 FOGGIA), a message via fax (0881.619660), or an e-mail (to info@alidaunia.it).

Through its qualified offices, Alidaunia commits itself to reply to passengers within 30 days from the receipt data indicated in its internal protocol.

Reimbursement procedures

The company has made clear the cases in which it is possible to obtain a ticket reimbursement and its modalities. It is possible to find them in the website section concerning tickets purchasing. Further information can be provided to the customers at the company offices, ticket offices and affiliated travel agencies.

Insurance covering personal injury and property damage

With reference to the conditions provided for in the entered insurance policy, there is a third party liability insurance covering all damages caused to third parties - passengers included - that Alidaunia shall pay for civil responsibility in compliance with the law. The payment, by way of compensation, is due in cases of death, personal injuries, property damage resulted by accident, force majeure, intentional or unintentional act made by the aircraft staff during the service. It includes the property and/or guidance of all the facilities necessary to carry out the activities (i.e. helicopter terminals, loading platforms, waiting rooms, signs, conveyor belts etc.).

In the event of a claim, a prompt notification shall be submitted to Alidaunia Directorate Offices, G.Lisa Civil Airport, 71122 FOGGIA.

The compensation of damages shall be extinguished in one year, in case of contractual liabilities, or in five years, in case of non-contractual liabilities, upon a written complaint received by a registered letter indicating all the data concerning:

- details of the person injured;
- date, time and place where the accident occurred as well as its modalities;
- useful indications for the assessment of eventual damages/injuries (medical certifications etc.);
- eventual authorities involved.

Once received the claim, Alidaunia forwards it to the Insurance Company that manages the damages in the following way:

- contacting the requester for the assessment of damages;
- communicating the compensating sum to the requester if the damage can be compensated and once received the necessary documentation;
- communicating promptly if the damage cannot be compensated to Alidaunia and/or the requester.

ANNEX 1 - Reimbursement Procedure

1. Full reimbursement of the ticket price

If the ticket has not been used, the passenger may request a full ticket reimbursement, except for any deductions indicated in the following paragraph no.3; only if:

- a) the flight has been cancelled due to causes beyond the control of the company;
- b) the passenger's journey has been interrupted because of a missed connection due to a cancelled flight or to a service interruption;
- c) the traveller cannot depart by order of the competent authorities;
- d) depending on private reasons, the passenger cannot use the ticket and only if they have communicated their renounce at least 7 days before the departure via fax to Alidaunia offices (0881.619660). In case of claims, the date and time recorded by the receiving fax device will be considered as the official date.

In cases referred to as in item a), b) and c), the reimbursement shall be required before the ticket expiration date and the client shall ask the ticket office staff to notify that the ticket has not been used as soon as they are aware of it.

The reimbursement request can be submitted to the authorized ticket office that issued the ticket. In this way, the competent office could manage it, with prior written authorization of the carrier. Some exceptions to this item, or to the following one, can be setted by some particular conditions of fees; in particular, in cases of promotional fees or of adoption of prices that differ according to the requests or typologies.

In case of reimbursement due to passengers' reasons, €10.00 of administrative costs will be deducted form the total compensation sum.

2. Partial reimbursement of the ticket price

A partial ticket reimbursement can be required only if:

- a) depending on private reasons, the passenger cannot use the ticket and only if they have communicated their renounce at least 4 days before the departure via fax to Alidaunia offices (0881.619660). In case of claims, the date and time recorded by the receiving fax device will be considered as the official date.

In case of reimbursement due to passengers' reasons, €10.00 of administrative costs will be deducted form the total compensation sum.

3. Reimbursement limitations

Reimbursement cannot be compensated when:
passengers have not communicated their renounce at least 7 days before their departure and, therefore, are considered No Show passengers.

4. Lost tickets

Passengers cannot be reimbursed in case of tickets reported lost, stolen or destroyed.