

Service for French airport passengers



GUIDE OF SERVICE CERTIFICATION



Voilà 12 ans, l'Union des Aéroports Français s'est dotée d'un Comité National Qualité en Aéroport qui regroupe les acteurs majeurs du monde aéroportuaire : aéroports, compagnies aériennes, syndicats professionnels FNAM, SCARA, BAR France..., administrations DGAC, PAF, GTA, Douanes..., mais aussi les assistants en escale, les représentants des commerces...

Sous la présidence de Jean-Pierre CAHINGT, puis de Jean-Jacques CHARMES, la volonté commune des membres de ce Comité fut d'impulser une nouvelle dynamique Qualité qui s'est concrétisée par deux grandes Actions :

1. Rendre les Assises biennales de la Qualité en Aéroport mobiles : 2006 à Lyon et 2008 à Nice.
2. Créer une Référence normative en matière de Qualité de Service aux passagers.

En effet, lors des quatrièmes Assises de la Qualité en Aéroport 2006, à Lyon, l'Union des Aéroports Français a lancé l'élaboration d'un premier référentiel définissant les services à fournir au client passager.

La première version de ce document a été réalisée grâce à 5 aéroports volontaires – Nice, Toulouse, Aéroports de Paris, Nantes et Lyon – qui, sous l'expertise de SGS, ont permis d'élaborer le Référentiel de certification de « Services aux passagers des aéroports français », dont l'avis a été publié au Journal Officiel de la République Française le 23 août 2007.

L'Union des Aéroports Français se félicite de voir la communauté aéroportuaire répondre au défi de la Certification de service pour la plus grande satisfaction des clients aériens.



Claude TERRAZZONI

Président de l'Union des Aéroports Français

GUIDE OF SERVICES CERTIFICATION



**SERVICE FOR FRENCH
AIRPORT PASSENGERS**

REF. : RE/UAF/01
31/05/2007

Created upon request of the
UAF (Union of French Airports)

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CHAPTER I: OBJECT AND AREA OF USE

I.1 OBJECT

This guide falls within the framework of the "Certification of Services" provided by:

- Law num. 94.442 of June 3, 1994 which modifies the consumer legislation in areas concerning certification of industrial products and services (articles L115-27 through L115-33).
- The decree (specifying how the law should be enforced) num. 95 - 354 of March 30, 1995 which modifies the consumer legislation (articles R 115-1 through R 115-12).

It displays certified characteristics, the means used to respond to each characteristic, as well as the paperwork organisation and internal check used to guarantee the accuracy of the certified characteristics that are declared by the certification company.

Its goal is also to define the external check plan:

- The verification methods used by the certification body to audit certifications and follow-up checks of companies applying for Services Certification.
- The methods of awarding and supervising certificates

I.2 AREA OF USE

This guide concerns services performed by airport operators who process commercial flights for passengers and flight staff.

In the event that the airport manager is also the assistant, assistance services during a stopover are not included in this guide and could be included in a separate, distinct guide.

The European Union passed legislation on 10-15-96 (num. 96-67) which authorises free competition for stopover assistance. This directive was turned into international law by decree on 01-05-98.

Airport owners no longer have the authority to intervene in the quality of services provided by either airlines or stopover assistance providers who service the airlines.

Commitments are applicable when service or installation has begun.

An airport's application can be for all terminals or for an individual terminal.

CHAPTER II: CONTEXT

II.1 PRESENTATION OF THE APPLICANT

The UAF (Union of French Airports) is a group of 131 members who run 156 airports in France (metropolitan and its other territories). This represents all commercial traffic in France.

In 2008, members of the Union of French Airports reported traffic of 156 million of passengers and 2.8 million tons of freight.

The Union of French Airports operates in two areas of activity:

- **The running of an airport:**

The Union of French Airports represents the interests of its members at parliamentary assemblies and when dealing with government entities, airlines and suppliers. It is consulted with and intervenes on tentative legislation that affects the organisation and operating conditions of all air traffic.

It is a member of national boards, commissions or committees that give opinions and recommendations (streamlining, safety, Civil Aviation budget annexes, disabled access, training institutes...).

The Union of French Airports and its members initiate, along with all air transport partners, Quality operations in airports.

- **The growth of air transport:**

The Union of French Airports assists its members in their relations with air transport companies and is committed to promote the growth and image of business-related air traffic.

It coordinates and officialises the opinions of its members on air traffic growth and is an active participant in the organisation of the air transport system. It initiates and carries through marketing actions and publishes the "Guide des Aéroports Français" (Guide of French Airports).

The Union of French Airports is a member of the CSAM (High Council of Merchant Aviation), which examines airline creation applications and air traffic right requests. It is a member of the CNT (National Transport Council), and also the National Tourism Council.

II.2 STAKES IN THE CERTIFICATION OF SERVICES

During the last ten years, French airport operators have sought to develop arrangements that favour the improvement of airport service quality.

Most airports have obtained ISO 9001 certification for all or part of their activities.

The UAF (French Airports Union) is committed to promoting and federating the actions initiated by the industry. It is made up of an office, a board of administration and other commissions, such as the CNQ (National Quality Commission).

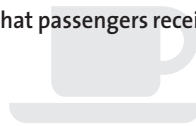
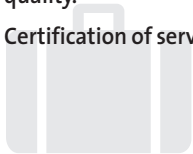
This commission was created with one mission "Brought together to service the same customer: the passenger".

After having co-defined 12 service commitments in March 2004, each airport has acted upon these commitments with its partners.

During the 4th National Airport Quality Conference held on March 7, 2006, five airports (Nice, Lyon, Nantes, Toulouse, Paris) have sought to go even further and have initiated a voluntary willingness to **certify services**.

The UAF has therefore decided to support this shared willingness by launching the project of **creation of a guide of service quality**.

Certification of services is intended to guarantee that passengers receive a constant level of quality, and real commitments.



II.3 REGULATORY CONTEXT AND SUPPORTING TEXTS

- Civil aviation code
- Regulation CE 2320/2002 of Europe's parliament and council of December 16, 2002 relating to the introduction of shared civil aviation safety rules.
- Regulation CE261/2004 of Europe's parliament and council of February 11, 2004 which establishes common rules pertaining to passenger indemnities and assistance relating to boarding refusals and significant flight delays or cancellations.
- Regulation CE 1107/2006 of Europe's parliament and council of July 5, 2006 relating to handicapped and reduced mobility passenger rights during air trips.
- European charter on air passenger rights
- The 12 service commitments of all air transport players:
 - **INFORMATION**
 - Customers have access to reliable and updated information allowing him to organise his trip and his method of reaching the airport.
 - Customers are able to find information to move about easily and efficiently within the airport.
 - Customers are informed of any changes relating to their trip; and this is true at all times, and with sufficient advance warning.
 - **RECEPTION / ASSISTANCE**
 - Customers will benefit from appropriate transportation to reach or leave the airport.
 - Customers benefit from courteous and professional assistance, on behalf of all personnel and at all times.
 - Customers get quick assistance on behalf of all personnel in the event of unforeseen events that affect the course of their trip.
 - Customers can have access to an English speaking personnel member at all times during their trip.
 - Specific customers (UM, PMR, seniors, families with small children, groups) have appropriate services that are available.

■ **FLUIDITY / COMFORT**

- In the airport, the flow of passengers is fluid and organised. Passenger waiting is treated appropriately and is minimised.
- All personnel are attentive to the comfort and environment experienced by passengers, throughout their trip. Services and conveniences are available.

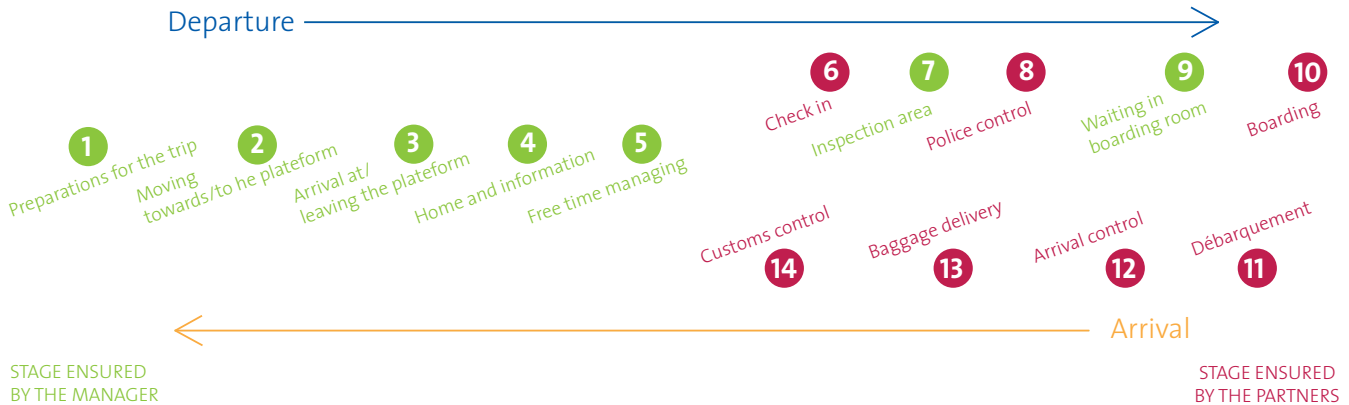
■ **SECURITY**

- Customers are guaranteed a homogeneous level of security within the different airports.

■ **RESPONSES TO COMPLAINTS**

- Customers benefit from appropriate and quick handling of their complaints by all personnel.

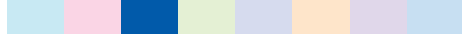
II.4 CUSTOMER JOURNEY



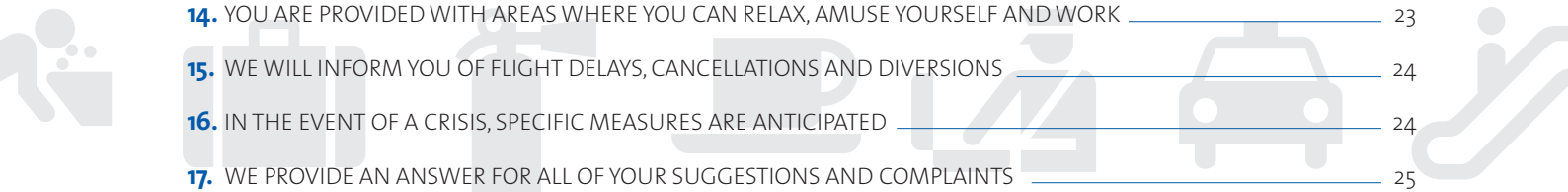
CHAPTER III : CERTIFIED CHARACTERISTICS AND METHODS IMPLEMENTED

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10. OUR PERSONNEL CAN BE IDENTIFIED AND WILL PROVIDE YOU WITH COURTEOUS AND PROFESSIONAL HELP _____	20
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15. WE WILL INFORM YOU OF FLIGHT DELAYS, CANCELLATIONS AND DIVERSIONS _____	24
16. IN THE EVENT OF A CRISIS, SPECIFIC MEASURES ARE ANTICIPATED _____	24
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III.2 CRUCIAL CHARACTERISTICS COMMUNICATED

We are committed to supplying you with:

- Clear and useful information by telephone, internet and at information outlets;
- An easy and pleasant airport thanks to clean and appropriate installations and equipment;
- Courteous, responsive and professional assistance from all personnel;
- Services adapted to your personal and professional needs;
- Well adapted means and organisation in the event of a disruptive situation;
- Extra care to improve your satisfaction.

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III.3 DETAIL OF EACH CERTIFIED CHARACTERISTIC AND METHODS IMPLEMENTED

This chapter presents the certified characteristics, the methods that must be used by the certifier to respond to the needs, as well as verification methods. In the framework of these methods, it was deemed useful to recall certain regulatory measures (identified in *italic*). In all cases, respect of current regulations is a necessary condition –but not enough– for the certification of Services.

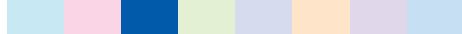
Clear and useful information

Certified Characteristic	Detail of the characteristic	Documents	Method of external check
<p>1. We help you prepare your trip or your arrival at the airport with a reliable and updated website</p>	<p>The airport's website provides passengers with useful and updated information (either directly or through a link to another site) to prepare his trip:</p>		<p>Verification of the website</p>
	<ul style="list-style-type: none"> Useful information concerning the documents and formalities to do before the trip 		
	<ul style="list-style-type: none"> The different ways of reaching the airport 		
	<ul style="list-style-type: none"> Parking services available (presentation, services, rates, average time to reach terminal...) 		<p>Dialogue with the personnel</p>
	<ul style="list-style-type: none"> Services and shops available 		
	<ul style="list-style-type: none"> Information relating to security rules (example: forbidden objects,...) 		
	<ul style="list-style-type: none"> List of airlines servicing the airport, available destinations and travel professionals (tour operators, company counters,...) that are present in the airport. This information is updated at least twice a year. 		
	<ul style="list-style-type: none"> The blacklist of companies 		
	<ul style="list-style-type: none"> Passenger rights 		
	<ul style="list-style-type: none"> Up-to-date flight times with any other flight details (according to airline information) 		
	<ul style="list-style-type: none"> Forecasted flight times for the current season 		
<ul style="list-style-type: none"> Alerts to any disturbance that might affect passengers 	<p>List of disturbances that should appear on the site</p>	<p>Document verification</p>	

Certified
Characteristic

2. We keep you informed of our available services by phone and at information desks

Detail of the characteristic	Documents	Method of external check
<p>Passengers can obtain information on available services through different means:</p> <p>By telephone</p> <ul style="list-style-type: none"> ■ The airport's phone number is listed in the yellow pages, on the website and on all documents published by the airport. ■ Phones are answered throughout all business hours. When the airport is closed, a message informs callers of regular business hours and provides other available methods of obtaining information. ■ Calls are handled after 5 rings or less. In other cases, callers are informed of the estimated wait time with the option of calling back later. In cases where an interactive voicemail system is available, the delay begins after the caller's choice. ■ Passengers can at the very least get all the information that's available on the website. ■ Reception personnel speaks French and English. 		
		Mystery calls
	Indicator of telephone follow-up.	Mystery calls Document verification
		Mystery calls
		Verification of equipment and materials
		Mystery visits
<p>At information desk(s)</p> <ul style="list-style-type: none"> ■ Information outlets are open during all terminal business hours. In other cases, opening hours of information desks are displayed. If it is closed, a substitute method is offered (examples: courtesy phone, num. to call, nearest information outlet, website, etc...). ■ All personnel can assist passengers within 3 min. 95% of the time. In the other 5% of cases, the waiting time is no more than 10 min., excluding crisis situations where specific procedures are applied. ■ The personnel provides passengers with flight schedules, a leaflet about passenger rights, a plan of the city, tourist brochures or will direct him to where he can get such information. ■ Reception personnel speaks French and English. When personnel can speak other languages, they are indicated. 		
		Mystery visits
		Mystery visits
		Verification of equipment and materials Mystery visits
		Verification of equipment and materials



**Certified
Characteristic**

*3. We facilitate your
arrival and your
departure from the
airport*

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> ■ Upon arrival at the airport, directions are available for reaching the various terminals. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Signs are visible and systematically updated (real-time flow of information). 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ When arriving at the airport by road, signs are available directing drivers towards a choice of: <ul style="list-style-type: none"> • Parking lots for the general public and for transportation professionals; • Drop-off zones; • Rental car return parking spaces. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ When driving away from the airport, road signs indicate directions toward main cities and routes (freeway, national routes,...). 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ When leaving the terminal by foot, directional signs are available pointing toward a choice of: <ul style="list-style-type: none"> • Public parking lots; • Pick-up spots for professional transporters of passengers; • Access to rental cars; • Access to the site's other terminals. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ For airports that are accessible by train, directions are available for arriving from and departing to the train station. 		Verification of equipment and materials

**Certified
Characteristic**

4. We let you inform yourself and move about the terminal in an autonomous way

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> ■ All directional signs throughout the terminals are homogeneous. 	Style guide	Document verification
<ul style="list-style-type: none"> ■ Signs are visible and systematically updated (real-time flow of information). 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Passengers are able to direct themselves autonomously at each step of their path, including at the minimum: <ul style="list-style-type: none"> • Departure zone • Arrival zone, • Information desks, • Restrooms. 		Verification of equipment and materials Mystery visits
<ul style="list-style-type: none"> ■ In the event of path modifications, temporary information (signs or personnel) are used. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Display mechanisms in the various zones of the terminal indicate both arriving and departing flights, including: <ul style="list-style-type: none"> • The flight number. • The scheduled flight and real-time updates • The destination or city of origin • The state of the flight (examples: check-in, landed ...) • Complementary information: check-in at a dedicated area, carousel, etc. 		Verification of equipment and materials

A fluid airport with clean and appropriate equipment

Certified Characteristic

5. We provide you with parking lots and services adapted to your needs

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> At the entrance of each parking lot, passengers can find: <ul style="list-style-type: none"> The type of parking lot it is (long term, ...) Applicable rates Highlights of the applicable regulations 		Verification of equipment and materials
<ul style="list-style-type: none"> In the event that one of the parking lots is full, signs posted at the parking lot entrance inform drivers of other available parking lots. 		Verification of equipment and materials
<ul style="list-style-type: none"> For those parking lots with a capacity greater than 300 cars, zones or spots are identified. 	Document indicating the parking lots' capacities	Document verification Verification of equipment and materials
<ul style="list-style-type: none"> The path that pedestrians should take to reach the terminal or to reach their vehicle from the terminal is displayed (examples: colours, signs...), secured (examples: lighting, protected pathways ...) and accessible with a luggage cart. 		Verification of equipment and materials Mystery visits
<ul style="list-style-type: none"> For each parking lot located more than 10 min. away on foot or more than 500 meters from the terminal entrance (furthest point), the estimated time or distance and the path to take between a specific spot in the parking lot and the terminal entrance is displayed. 		Verification of equipment and materials Mystery visits
<ul style="list-style-type: none"> The client can be entitled to assistance by interphone at any time from the entrances and exits of the parking lots and at the automatic payment booths for technical, payment and security problems. 		Verification of equipment and materials Mystery visits
<ul style="list-style-type: none"> All of the parking lots are supervised remotely or on site. 		Document verification
<ul style="list-style-type: none"> Accepted payment methods (including specific credit card types) are displayed at payment locations. 	Supervision contract of the Parking lots	Verification of equipment and materials

**Certified
Characteristic**

6. We provide you with internal shuttles that link between the terminals and also with distant parking lots

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> ■ Shuttles are available between the various terminals and between distant parking lots and terminals; they are available when the estimated pedestrian time to reach the terminal is over 20 mn 		Mystery visits
<ul style="list-style-type: none"> ■ During crowded periods, passengers embark in a shuttle after a wait no longer than 15 min. This crowded period is defined by each airport. 	Definition of a crowded period	Mystery visits Document verification
<ul style="list-style-type: none"> ■ In the event of irregular air traffic, the frequency is adapted so that parking lots and distant zones are serviced. 		Mystery visits Document verification
<ul style="list-style-type: none"> ■ When shuttles are not available, passengers are informed and alternate transportation is provided. 	Proof of service in the event of delays	Verification of equipment and materials
<ul style="list-style-type: none"> ■ Each passenger pick-up spot is identified by an easily spotted sign and passengers are provided with: <ul style="list-style-type: none"> • information on the shuttle schedule or frequency of passage • a plan of the line when there are multiple drop-off spots 	Proof of adaptability	Verification of equipment and materials
<ul style="list-style-type: none"> ■ Shuttle stops have lighting, and when possible, they are covered and are equipped with seats. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Vehicles are identified by their destination. They are clean and can accommodate luggage. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Drop-off spots are posted in each shuttle. Each drop-off spot is announced. 		Mystery visits Verification of equipment and materials Mystery visits



**Certified
Characteristic**

*7. Clean and
functioning
installations and
equipment are
at your disposal.*

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> ■ Areas open to the public (terminals, parking lots...) installations, equipment and furniture are well maintained (functional, well lit, clean) and respect specifications defined by management for service providers. Maintenance methods are adapted to passenger traffic.. 	Terms and conditions Cleaning, upkeep and maintenance contract or plan	Mystery visits Document verification
<ul style="list-style-type: none"> ■ Surrounding areas are well kept: grass is mowed, flowers, aisles are clean (no trash). 		Verification of equipment and materials Mystery visits
<ul style="list-style-type: none"> ■ Passengers are provided with equipment that facilitates their movements through the airport: <ul style="list-style-type: none"> • Displays of parking lot availability • Access gate(s) to the parking lot(s)* • Parking lot payment booths* • Automatic access doors* • Escalators or admoving walkmaps* • Elevators* • Well lit signs • TV displays • Registration and boarding booths • boarding bridge(s) • Luggage carousels 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ All malfunctioning equipment identified above with a * is indicated as such and an alternative is available. 		Verification of equipment and materials
<ul style="list-style-type: none"> ■ Verification of fulfilment and efficient maintenance is done. 	Record of verifications	Mystery visits Document verification

Certified Characteristic

Detail of the characteristic

- Passengers have access to restrooms no matter where they are in the terminal. Particular attention is paid to hygiene and odours. Proof of passage by cleaning staff is present in each restroom area. Restrooms have sufficient toilet paper, soap, water and have a system in place to dry hands
- Seats are available in the various areas of the terminal (check-in, boarding, luggage carousel, arrival area). They are clean and in good shape (no deterioration of back rest or seat, clean surface).
- A public address system is available in the terminal.

Documents

Method of external check

Verification of
equipment and
materials
Mystery visits

Verification of
equipment and
materials
Mystery visits

Verification of
equipment and
materials

8. A sufficient number of handy luggage carts are available for your use

- Luggage carts are available at the carousels or at various drop-off zones. They are available at easy-to-find luggage cart dispensers. At least one luggage cart dispenser is provided in each zone:
 - Parking lots
 - Passenger drop-off zones
 - Aisles and passenger drop-off zones
 - In luggage carousel areas or in arrival areas
- When luggage carts require tokens or coins, token or change distributors are available. The location of such distributors is posted in the luggage carousel area.

Verification of
equipment and
materials
Mystery visits

Verification of
carry-on luggage



**Certified
Characteristic**

*9. We facilitate
your passage
through the
checkpoints*

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> ■ Updated information is posted regarding objects that are forbidden on board as well as other information relating to security: <ul style="list-style-type: none"> • on the website (itself or by link), • in the timetable which is updated twice a year, • in different areas of the terminal, and at the very least in the luggage registration areas and passenger inspection areas. 	<p>Timetable</p>	<p>Verification of the website</p> <p>Document verification</p> <p>Verification of equipment and materials</p>
<ul style="list-style-type: none"> ■ Lines for passenger inspection areas are organised, either with queue combing or with an agent whose job is to direct passengers. 		<p>Verification of equipment and materials</p>
<ul style="list-style-type: none"> ■ In non-crisis situations, waiting time in the passenger inspection areas doesn't exceed 10 minutes 80% of the time, and 20 minutes 95% of the time. When the wait exceeds this delay, additional measures are taken until all inspection points reach maximum capacity. ■ The estimated waiting time for passengers is posted at a specific area. ■ Passenger inspection agents are courteous (polite greeting + courteous attitude). ■ Passengers are provided with clean and appropriately sized baskets to place their personal belongings. 	<p>Waiting time to go through inspection area is posted. At least one verification per day. During the month, verifications must be done over the entire range of daily traffic.</p>	<p>Document verification</p> <p>Mystery visits</p> <p>Supervision of activity</p> <p>Verification of equipment and materials</p> <p>Mystery visits</p> <p>Verification of equipment and materials</p>

Our personnel's assistance

Certified Characteristic

10. Our personnel can be identified and will provide you with courteous and professional help

Detail of the characteristic	Documents	Method of external check
<ul style="list-style-type: none"> Personnel who deal with customers wear according to their role: <ul style="list-style-type: none"> a homogeneous outfit; a well kept outfit; a nametag or a badge of the airport or subcontractor. 		Mystery visits
<ul style="list-style-type: none"> All personnel have a courteous and kind attitude. 		Mystery visits
<ul style="list-style-type: none"> For personnel who welcome customers: <ul style="list-style-type: none"> In a conversation with a passenger (by phone or in person), he is greeted with a polite phrase; Personnel is receptive to passenger comments. Depending on the request, personnel make sure that customers have gotten an adequate response. 		Mystery visits
<ul style="list-style-type: none"> When personnel is unable to answer a caller's question, the call will be transferred with relevant informations so that the caller doesn't have to repeat his question. 		Mystery visits
<ul style="list-style-type: none"> All of the terminal personnel speak French and English or are able to find someone who can assist the passenger. 		Mystery visits
<ul style="list-style-type: none"> During high-traffic periods, additional, easily identified personnel are available to direct and inform passengers 	Staff planning Proof of team reinforcement	Mystery visits Document verification Dialogue with the personnel

Services that meet your needs

Certified Characteristic	Detail of the characteristic	Documents	Method of external check
<p><i>11. Our handicapped and reduced mobility passengers benefit from special assistance to meet their needs</i></p>	<ul style="list-style-type: none"> ■ A system is in place to help handicapped and reduced mobility individuals access the various airport zones and services: <ul style="list-style-type: none"> • Specific spots are reserved in the parking lots; • Shuttles servicing between terminals or between terminals and parking lots are accessible; • Within the terminals, passengers have suitable waiting areas and furnishings. 		<p>Verification of equipment and materials</p> <p>Verification of equipment and materials</p>
	<ul style="list-style-type: none"> ■ The above commitments are applicable until European legislation 1107/2006 is implemented (especially article 9 and annex 1) 		<p>Verification of equipment and materials</p>

**Certified
Characteristic**

*12. Services that
meet your needs
are available*

Detail of the characteristic

- A nursery/baby area and baby changing tables are available in all areas (public and reserved) of the terminal.
- The passengers have access to the following services during the main flight running times:
 - Financial type services (examples: bank, ATM, foreign exchange)
 - A press, gift and souvenir store
 - A telephone
 - Medical assistance service
 - A meeting point
 - Wireless internet access services so that passengers with computers can go online.
 - Signs that inform passengers of wireless internet service zones
- The business hours and accepted payment methods of all stores are posted.
- Lost objects (outside of planes) are kept or transferred to the appropriate department. When an object has the owner's contact information, the personnel will contact him or his country's embassy to see how to go about returning it.
- The phone number and business hours of the "lost & found" and related details are posted in the terminal, on the website and in the schedule guide.

Documents

**Method of
external check**

Verification of equipment and materials

Verification of equipment and materials

Mystery visits

Verification of equipment and materials

Record of found objects

Dialogue with the personnel
Document verification

Schedule guide
Website

Verification of equipment and materials
Document verification



Certified Characteristic	Detail of the characteristic	Documents	Method of external check
<i>13. We provide eating and refreshment services</i>	<ul style="list-style-type: none">■ In each terminal, dining services are available to passengers in both public and restricted areas, during all regular flight hours:<ul style="list-style-type: none">• Bar and/or restaurant services• or automatic food and/or drink distributors		Verification of equipment and materials Mystery visits
<i>14. You are provided with areas where you can relax, enjoy yourself and work</i>	<ul style="list-style-type: none">■ Equipment and areas are available for passengers:<ul style="list-style-type: none">• Games• Events/temporary or permanent exhibitions• business area• Electric outlets to recharge portable phones and computers.• Wi-Fi Access	Planning of events/exhibitions	Verification of equipment and materials Document verification

**Certified
Characteristic**

15. We will inform you of flight delays, cancellations and diversions

Detail of the characteristic

- Passengers are informed of all delays, cancellations and diversions (with delay lengths if known) using the following methods:
 - Information screens;
 - Information outlets;
 - Website;
 - Telephone;
 - Public address system (except when the airport is silent)
- Causes are investigated and when they are known, they are communicated in accord with the airline or assistant.

Documents

Computer system is updated in real time

Method of external check

Electronic verification
Dialogue with the personnel
Verification of equipment and materials

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16. In the event of a crisis, specific measures are anticipated

- Depending on the nature and degree of the crisis, the manager has anticipated the following measures:
 - Information for passengers;
 - Personnel available to assist passengers;
 - Restaurants and refreshments available at the airport or nearby;
 - Housing available near the airport;
 - Communication tools (telephones, faxes);
 - Public transportation;
 - Medical assistance.
- Plans for various crisis situations have been established so as to provide passengers with accurate and verified information.

Crisis plans
Report of the plan's implementation

Document verification
Dialogue with the personnel

Crisis plans
Report of the plan's implementation

Document verification

La satisfaction des clients

Certified Characteristic	Detail of the characteristic	Documents	Method of external check
<p>17. We have an answer for all of your suggestions and complaints</p>	<ul style="list-style-type: none"> All written complaints are recorded and get an automatic response within 10 business days after receipt of letter (definitive answer or acknowledgement of receipt). 	<p>Customer letter dated by the airport Response letters Acknowledgement of receipt</p>	<p>Document verification</p>
	<ul style="list-style-type: none"> In the event where investigation is necessary, the definitive answer is sent no longer than 20 days after a receipt is sent except in the event of legal matters. 	<p>Response letters</p>	<p>Document verification</p>
	<ul style="list-style-type: none"> Token compensation can be made to a customer according to defined written rules. These terms are defined in a document. 	<p>Written rules Proof that compensation has been sent</p>	<p>Document verification</p>
<p>18. Each year we measure your satisfaction</p>	<ul style="list-style-type: none"> An airport passenger satisfaction survey is done at least once every year. 	<p>Satisfaction survey</p>	<p>Document verification</p>
	<ul style="list-style-type: none"> The survey covers the following subjects: <ul style="list-style-type: none"> Reception (availability, courtesy) Information announcements, signs Comfort of facilities Cleanliness Available shops and services Parkings Atmosphere Safety 		
	<ul style="list-style-type: none"> A % of satisfaction is calculated for each item 	<p>Summary of the survey</p>	<p>Document verification</p>

**Certified
Characteristic**

Detail of the characteristic

Documents

**Method of
external check**

19. We proceed with client expectation surveys on a regular basis

- In order to offer passengers services that are in line with their expectations, targeted research is done at least every 3 years (length of validity of certification).

Expectation survey, round tables, panels,...

Document verification

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20. We are implementing an action plan based on customer feedback

- An annual customer satisfaction analysis is done from feedback from customer s:
 - Satisfaction survey,
 - expectation survey,
 - suggestions,
 - complaints....

- At a minimum it covers: the
 - satisfaction survey items that have fallen since last year,
 - items whose satisfaction levels are inferior to 85%,
 - results of the expectations survey,
 - the principle sources of complaints.

- This analysis was the subject of action plans presented, validated and followed up by the appropriate managers

Analysis

Document verification

Action plans
Meeting report

Document verification

CHAPTER IV : DOCUMENTATION ORGANISATION

Documentation organisation is designed to testify to the reality of the use of the guide by the airport which obtained certification of services.

The documentation system that must be held by the airport is structured in the following way:

- The present guide,
- Currently enforced rules and regulations,
- Records that prove compliance with certified characteristics,
- Documents that form the basis for the implementation of the certified characteristics.

In order for the certifying body to monitor use of the guide, the airport which has certification must conserve the documentation.

The preservation period for repositories is 3 years and 1 year for records that prove compliance with certified characteristics

This preservation period (which means that documentation can be easily accessed and read) relates to records and reference materials that are useful to implement certified characteristics.



CHAPTER V : INTERNAL CHECK PLAN

The internal check plan results in an inspection at a rate equal to the annual minimum required for each certified characteristic, after the date certification is obtained and each supervisory check.

These steps are achieved the following way:

That is to say:

- doing mystery surveys through external agencies items that should be verified anonymously; the surveys lead to a conclusion put together by the agency,
- + an internal audit at least once a year by the airport of each characteristic on the documentation items and an official meeting with all personnel,
- + a measurement of indicators according to the method and frequency defined in the agreement.

That is to say:

- an internal annual audit by the airport of each characteristic on all items (anonymous check, verification of material items, documented items and meeting with all personnel),
- + the measurement of indicators according to the method and frequency defined in the agreement.

After the audit a report is made for each verified characteristic:

- compliance with the agreement,
- potential gaps observed,
- appropriate corrective actions (improvement plans),
- implementation delays,
- responsible managers,
- validation of the efficiency of the corrective actions.

The improvement plan is the subject of a presentation during a meeting that unites the primary participants.

Internal checks and the follow-up of corrective actions are examined and taken into account during the annual examination by the Certifying Body.

CHAPTER VI : GLOSSARY AND LEXICON

VI.1 GLOSSARY

UAF

Union of French Airports.

VI.2 LEXICON

<i>Airport</i>	Terrain specially developed for the landing, taking off and operation of aircrafts, including complementary installations to accommodate these activities' needs for traffic and servicing planes. It also includes installations required to assist air transport sales services.
<i>Handler</i>	Company that provides certain ground services for an airline (examples: registration, boarding, luggage delivery).
<i>Crisis</i>	Any unforeseen event (examples: weather problem, strike, air traffic control freeze, computer breakdown...) which causes significant inconveniences to a large number of passengers.
<i>Airport operators</i>	Entity that is officially recognized by national law as having the mission to administer and manage airport infrastructures as well as coordinate and supervise activities of the various companies present within the airport or airport system.

<i>Large and small shed</i>	Professional public transport vehicles.
<i>Irregularities</i>	Flow of traffic not in line with forecasts.
<i>Aisles</i>	Square located in front of the terminal.
<i>Furnishings</i>	Seats, mobile and stationary counters, banks.
<i>Passenger</i>	In the repository, passenger refers to passengers, those that accompany them and attendants.
<i>Period of high traffic</i>	Period defined by each airport during which the flow of passengers is the highest.
<i>Handicapped or reduced mobility person (RMP)</i>	Any person whose mobility is reduced due to a physical handicap (sensorial or motor, permanent or temporary) or an intellectual deficiency handicap whose needs require particular attention and specific handling on behalf of services that are available to all passengers.
<i>Terminal</i>	Airport building for air travellers. Physical continuity of the building.
<i>UM</i>	Unaccompanied minor: Minor travelling alone.
<i>Public zone</i>	Terminal zone that is accessible to passengers, attendants and those accompanying them in which they can freely circulate.
<i>Restricted area</i>	Terminal zone reserved for passengers who have tickets and who have gone through inspection formalities at the screening area.

CHAPTER VII : CUSTOMER INFORMATION

Communication relating to service certification must be straightforward for customers. This applies to the name and department which receives service certification.

The rules below follow from article 10 of decree num. 95-354 (March 30, 1995; articles R 115-10 of the consumer code) and from views of the National Consumer Council on the Certification of Services (BOCCRF of 12/31/98).

VII.1 / MANDATORY COMMUNICATION MEDIUMS

MANDATORY COMMUNICATION MEDIUMS	MINIMAL ITEMS WHICH MUST BE MENTIONED ON THESE MEDIUMS
<p>1. The Qualicert certificate: it must be posted in the terminal which benefited from service certification, in a way that is visible to customers.</p> <p>2. An informative document on the certification of services: this document is available to customers of companies receiving certification of services.</p>	<p>Contact information for the receiver of service certification (in the case of multi-site certification, the receiver must have the list of locations where services are certified).</p> <p>The collective certification brand, namely: QUALICERT and its logo (colour, or grey if colour not available)</p> <p>The complete address of SGS ICS: 191 avenue Aristide Briand – 94237 Cachan cedex,</p> <p>The complete title of the repository of services certification.</p> <p>If the need arises, mandatory comments specific to the guide (affected terminal if all of the terminals are not concerned by such certification).</p> <p>The list of all certified characteristics that are communicated.</p>

VII.2 OPTIONAL COMMUNICATION MEDIUMS

OPTIONAL COMMUNICATION MEDIUMS	MINIMAL ITEMS WHICH MUST BE MENTIONED ON THESE MEDIUMS
<p>1. Mediums that leave little room for information: order forms, business cards, company paper, invoices, mail, invitations, faxes, yellow pages advertising, stickers, flyers, catalogs.</p>	<p>Contact information for the receiver of service certification (in the case of multi-site certification, the receiver must have the list of locations where services are certified). The collective certification brand, namely: QUALICERT and its logo (colour, or grey if colour not available). The address of SGS ICS: at the very least the simplified address of 94 Cachan.</p> <p>Identification of the activity and department: complete repository title</p> <p>If the need arises, mandatory comments specific to the repository (affected terminal if all of the terminals are not concerned by such certification) A comment such as: «Characteristics upon request» in the event of services certification in a single location or «Characteristics and locations upon request» in the event of services certification in multiple locations.</p>
<p>2. Mediums through which information can be transmitted: website, print ad, billboard, multi-page brochure.</p>	<p>PRECEDING COMMENTS + From the list of characteristics Publicised Certifications</p>

CHAPTER VIII : CERTIFICATE AWARD AND SUPERVISION CONDITIONS

VIII.1 CERTIFICATE AWARD

Certificates are awarded by the certifying body after a documented certification procedure that includes the following steps:

- **Investigation of a candidate's** application file;
- **A certification audit** whose goal is to verify conformity of the services with the entire repository, resulting in an audit report;
- **The decision of the Plurisectorial Committee of Services Certification of the certifying body**, after review of the application file, the audit report, the auditor's and commissioners' opinions.

■ Investigation of the application file

All services certification candidates must provide the certifying body with an application file containing:

- an **information sheet** which provides administrative details which will assist with organisation of the audit as well as chosen options;
- a **letter of commitment** promising compliance with Services Certification rules as well as the characteristics defined in the repository.

After the elements in the application file have been validated, the certifying body will suggest **an audit date** to the candidate.

■ Fulfilment of the certification audit

The certification audit is done by one or several auditor(s) **qualified** for the repository and according to **a specific survey** whose items are in the current external control plan.

The audit allows the auditor to judge if there is compliance with the repository's requirements.

It is split into 2 parts:

- some **mystery visits** so as to verify in an anonymous manner the commitments for which the indicated audit method is « mystery visit » and « verification of material items »
In the event that the requester has mystery visits done by an external service provider, these visits will be taken into consideration for the certifying body's audit results and the certifying body will make a minimum of 8 mystery visits.
In the event that the requester does not solicit mystery visits by an external service provider, the certifying body will make a minimum of 12 mystery visits.
These visits will be done over a 3 month period surrounding the declared audit (before and after) and the cumulative outcomes of these visits will result in potential observances of non-conformity.
- a **declared audit** in order to verify documents and computer items and proceed with meetings with the personnel.

■ **SGS ICS's decision regarding the certificate award:**

SGS ICS can make the following decisions:

- **Immediate award of the certificate.**
- **Award of the certificate provided that implementation of corrective measures can be verified through documentation.**
- **Complementary audit**
- **Refusal of a certificate award**

VIII.2 CERTIFICATE SUPERVISION

Supervision is done by the certifying body and consists of **2 verifications of the certificate's period of validity (3 years)**, so as to ensure that the service still complies with the repository. Mystery visits will be unexpected, the declared audit will be the subject of an inquiry by the requester one week before the audit.

The **methodology** implemented for the supervision verifications rely on the **same principles as for the initial audit**. Each verification is done by one or more auditor(s) **qualified** for the guide and according to a **specific questionnaire** whose items are in the current external check plan.

It is split into 2 parts:

1. some **mystery visits** so as to verify in an anonymous manner the commitments for which the indicated audit method is « mystery visit » and « verification of material items ».

In the event that the requester has mystery visits done by an external service provider, these visits will be taken into consideration for the certifying body's audit results and the certifying body will make a minimum of 8 mystery visits per year.

In the event that the requester does not solicit mystery visits by an external service provider, the certifying body will make a minimum of 12 mystery visits per year.

These visits will be done before the declared audit and the cumulative outcomes of these visits will result in potential observances of non-conformity.

2. a **declared audit** in order to verify documents and computer items and proceed with meetings with the personnel.

During the declared audit, the auditor will also:

- Examine potential complaints related to the repository's Certified Characteristics;
- A **verification of the fulfilment and efficiency of the internal check** implemented by the certifier according to the terms outlined in the repository (namely: internal check of compliance with certified characteristics, follow-up of satisfaction);
- The **verification of fulfilment** of customer satisfaction surveys according to terms defined in the repository;
- If the need arises, a **verification of the actual implementation of the corrective measures** suggested following non-conforming items:
 - detected by the certifying body during the certification audit or former verifications,
 - Detected by the certified party during internal checks or following the satisfaction survey results;
- The **compliance with communication rules** relating to the Services Certification defined in this repository and in the user guide of the QUALICERT brand.

SGS ICS's decision relating to supervision of the certificate:

SGS ICS can make the following decisions:

- **Continuation of the verification plan;**
- **Continuation of the verification plan with further proof requested;**
- **Close verification;**
- **Complementary verification to check the efficiency of corrective actions;**
- **Temporary suspension of the certificate;**
- **Withdrawal of the certificate.**

Beyond the 2 verifications anticipated during the certificate's period of validity (3 years), the certifying body can request an additional verification in order to check for implementation of corrective measures meant to eliminate gaps detected during the previous unexpected verification or following complaints received by the certifying body.