

Passenger Charter

Delivering quality services
to our passengers



Welcome to our Passenger Charter

daa's core purpose is to enable business and connect lives across the world. Our vision is to be airport industry leaders, delivering excellence in a sustainable future. As an organisation, we are guided in our thinking and behaviours by our values which are 'Brilliant at the Essentials', 'Respecting Each-other's Value; Passing the Baton, not the Buck; Always Better'.

At the heart of our purpose and vision are our passengers, and our dedication to deliver the best airport experience we can for all the people who pass through our airports. We want to meet the diverse needs of our passengers and offer the opportunity for a safe, comfortable, and efficient journey to all, irrespective of age,

mobility, party type, purpose of trip or time of journey.

Our performance against many of these commitments is reported and published quarterly, including in the IAA Service Quality Metrics.

Target scores for NPS and our performance in RepTrak are set and monitored every month, providing a picture of passenger experience and our reputation over time.

This charter sets out our commitments to passengers and those accompanying them on this journey or meeting them in the airport, in line with this.



Our Commitment to Safe and Secure Journeys



Safety

A safe operation for all airport users is the uppermost commitment. Our priority is to deliver a safe and secure airport for all our passengers, meeting safety standards that are robust in any scenario.



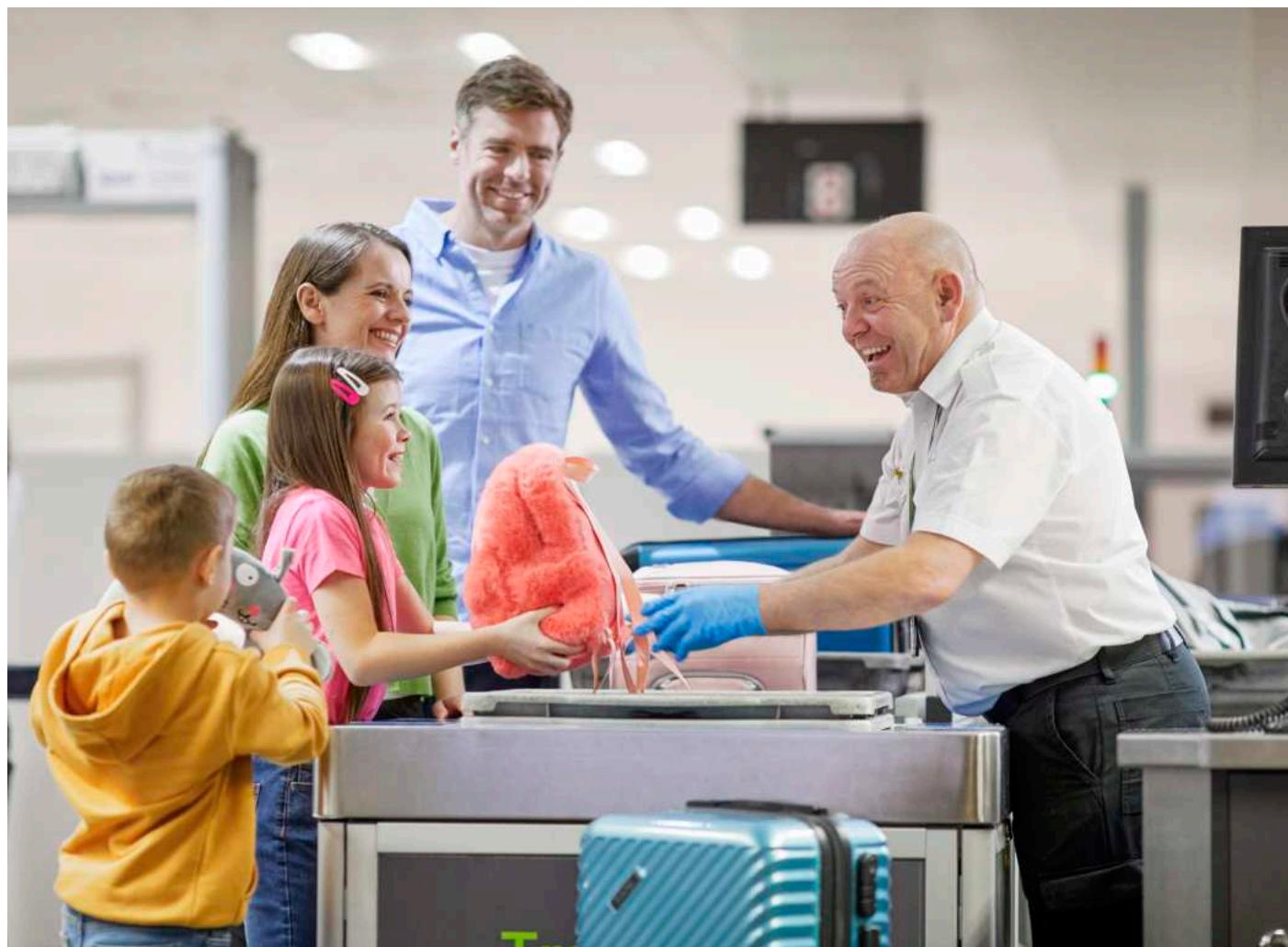
Security

All our security checks will be conducted in a transparent, courteous, and friendly manner. We are always happy to explain any of the national and international regulatory obligations we are obliged to follow in a respectful manner.



Privacy

We respect the right to privacy of our customers, ensure that standards and processes are compliant with all regulations and that any information provided by our passengers is treated with the appropriate sensitivity and confidentiality. Our Privacy Policy is published on our websites.



Our Commitment to a Positive Airport Environment



Choice and Value

We work with our airport partners in restaurants, cafes, and bars to ensure that there are options for passengers throughout the hours of flight operations. These partners are required to meet prescribed standards for resourcing, product quality, cleanliness and range to ensure that there is a wide variety of food on offer to meet dietary requirements.

As one of the world's most dynamic travel retailers, our retail team in ARI is committed to doing business in a way that is best for our customers, our partners, and the planet. Maintaining and growing the satisfaction of our customers is fundamental to the delivery of ARI's Customer Value Proposition, that focuses on key attributes such as customer service, convenience, quality brands and value for money.



Comfort

We will deliver and maintain well-presented, customer-friendly terminal facilities, including the provision of adequate seating, comfortable and functional dwell spaces and well provisioned washroom and sanitary facilities. We will maintain the optimal 'in service' time on passenger sensitive equipment such as lifts and escalators, and a management regime that ensures proactive maintenance of same.



Accessibility and Inclusion

We strive to provide services to all customers in an equal manner and to accommodate their diverse needs. Rights under the Equal Status Act 2000 are respected (disability, age, gender, marital status, family status, sexual orientation, religious belief, race and membership of the Traveller Community). We provide facilities and services for passengers requiring special assistance to ensure a smooth and dignified journey through the airport, enabling passengers to be as independent and in control of their journey as possible. A strong relationship with our supplier of assistance services is essential and we work hard to create a spirit of partnership in our interactions. We recognise the Sunflower Programme and endeavour to make the experience of passengers with non-visible/hidden disabilities as positive and non-intrusive as possible.

daa is committed to making its website and app accessible, in accordance with European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020. Following significant development work, daa was assessed as being partially compliant with Web Content Accessibility Guidelines 2.1 level AA in 2023. Our Accessibility Statement is published on our websites.



Cleanliness

We always aim to deliver clean and well-maintained facilities, within the terminals and across the campus, and in line with our commitments to sustainability and the management of waste.



Customer Care

We are committed to hiring and training friendly and courteous staff who have a real interest in delivering the best standards of customer care. We will ensure that our staff are presentable and easily identifiable and imbue all staff, irrespective of their role, with a sense of pride in the airport and an associated responsibility to take care of passengers. We will work constructively with the many third parties who are also involved in the passenger journey, to create a shared sense of customer care and deliver a positive 'one airport' experience.



Information

Passengers need to have clear, accurate and accessible information to prepare for and inform the progress of their airport journey.

- Our digital channels will be designed and developed to provide reliable information on demand, including live security queue time. We will use clear and simple language and video content and imagery to illustrate and aid understanding.
- Visible and consistent way-finding signage will assist passengers along their journeys. The requirements of the Official Languages Act 2003 will be adhered to in all signage.
- All flight information in the terminal and at the departure gates will be displayed clearly and updated in a timely manner.
- All marketing communications or promotions will be clear and transparent and comply with privacy and data protection requirements, as well as meet the requirements of the Official Languages Act 2003.
- Our Shared Services will operate a call centre for customer service queries and support in an efficient and user friendly manner, based on industry benchmarked service levels.



Our Commitment to Listening and Responding



Passenger Feedback

We continuously monitor passenger feedback and satisfaction through both extensive market research and direct passenger feedback tools. We review this feedback on an ongoing basis so that we can deliver value for money services and facilities for visitors to our airports, both to passengers and those accompanying or meeting them. We welcome all feedback from our customers to help improve on the delivery of our passenger experience. Additional means of providing feedback were added in 2023, specifically an easy-to-use survey on the Dublin Airport App and a Customer Feedback Panel, which met for the first time in 2024.



Complaints Handling

If you are in any way dissatisfied with the quality of service you receive from us, we would like to hear from you.

- For comments or complaints relating to Dublin Airport please email customerexperience@dublinairport.com or telephone us on (01) 944 0440.
- For comments or complaints relating to Cork Airport, please email cork.feedback@daa.ie or telephone us on (021) 431 3131.
- For comments or complaints relating to Dublin and Cork Airport Duty Free please email customerservice@dublinandcorkdutyfree.ie or telephone us on (01) 944 5735 (Dublin) or (021) 432 9645 (Cork).
- For website queries or feedback, contact webfeedback@dublinairport.com

Our Commitment to Sustainability

At daa, we are embedding sustainability into everything we do. We are fully committed to delivering on our Environment, Social and Governance obligations and ambitions, with a considered focus on carbon reduction, circularity, our local environments, people and communities. We are actively working on minimising our impact and working alongside aviation stakeholders to support the sector's transition to a more sustainable model for the future. We understand we have a world to connect, a future to protect.

