

#BigDetails

# The difference is in the big details.

Summer is a critical time for our business. At Lisbon airport we are particularly targeted by everyone's attention, so **we did not leave for today what we could improve yesterday** and by the beginning of the year we started to implement a plan with several changes in the passenger journey at the airport, some very visible, some less.

We want these changes to be felt by passengers, **as a big airport is made up by big details**. For awareness we've graphically identified some of these details, so we challenge you to find our **#BigDetails**.

## #BigDetails



### Check-In A

For a faster check-in, you'll find new *Self Check-in* and *Self Bag Drop desks*. You will notice the positive change.

### My Way

we have increased the dedicated areas for passengers with reduced mobility, improving comfort, so they can await more restfully along their journey at the airport, always accompanied by our assistants.





## Security Checkpoint

With **new equipment** and **new procedures** in monitoring queuing times at security, passing through the security checkpoint is now faster and easier. In most checkpoints it is not necessary to take your laptop or tablet out of the hand-luggage and the trays are automatically retrieved, improving efficiency.

This new system also allows that 3 passengers prepare their items for inspection at the same time. Additionally, while entering the security checkpoint, passengers can monitor the current waiting time in the available displays.

## Boarding Gates

Optimizing the area, we have managed to combine two simultaneous boarding queues in a single gate, fastening the process.



## Taxi rank

For passengers to take a taxi in a faster and simpler way, we have improved the layout of the rank. At arrivals there is now a wider area zone, where taxi drivers, in a first come, first served basis, pick up passengers, with the useful coordination of exclusive staff, increasing capacity with 5 independent lines.





## Toilets

The availability and cleanliness of washrooms are essential values for passengers. Thus, we have invested in totally renewing these facilities, making them as comfortable and pleasant as possible. In addition, we have reinforced the cleaning teams and shifts and, in a more environment conscious perspective, replaced paper towels by hand dryers.

We have also created dedicated spaces for families with babies, a no-gender area in washroom areas and taken out some entrance doors, following the new trends, allowing more air circulation and less physical contact.

Seasonal background Music, decoration and a new graphic design added even more quality to these facilities, that are featuring VINCI Airports graphic guidelines, enabling a more intuitive wayfinding across all VINCI Airports network.

These were some of the big details we have implemented, but we know that there is a lot work ahead, so we've included feedback tablets where passengers can state their opinion and thus contribute to the improvement of these areas. This equipment provides us real time feedback on areas to improve and on the facilities' availability.

In common, all changes generate a great impact in improving the passenger experience at our airport.

**Big details that make a difference in the experience of our passengers!**