



## Monthly Service Quality Report

### Mar 2025



| KPI                                   | Indicadores de Qualidade de Serviços (IQS)                                        | Mar/25    |
|---------------------------------------|-----------------------------------------------------------------------------------|-----------|
| <b>Direct Services</b>                |                                                                                   |           |
| <b>Security Inspection Queue Time</b> |                                                                                   |           |
| 1                                     | Domestic Passengers waiting more than 5min (Q)                                    | q 94,49%  |
| 2                                     | International Passengers waiting more than 5min (Q)                               | q 63,24%  |
| <b>Equipment Availability</b>         |                                                                                   |           |
| 3                                     | Percentage of elevator availability time (Q)                                      | q 99,84%  |
| 4                                     | Percentage of time of availability of escalators and moving walkways (Q)          | q 99,96%  |
| 5                                     | Percentage of Baggage Processing System Availability Time (Q)                     | q 99,22%  |
| <b>Air Side Installations</b>         |                                                                                   |           |
| 6                                     | Service on Boarding Bridges* - Domestic Passengers (Q)                            | q 100,00% |
| 7                                     | Service on Boarding Bridges* - International Passengers (Q)                       | q 100,00% |
| <b>Passenger Satisfaction Survey*</b> |                                                                                   |           |
| 8                                     | Ease of finding your way around the terminal (Q)                                  | q 4,51    |
| 9                                     | Ease of accessing flight information (Q)                                          | q 4,48    |
| 10                                    | Bathroom Cleaning (Q)                                                             | q 4,53    |
| 11                                    | Availability of restrooms (Q)                                                     | q 4,50    |
| 12                                    | Availability of official airport operator Wi-Fi (Q)                               | q 3,86    |
| 13                                    | Comfort in the boarding area (Q)                                                  | q 4,11    |
| 14                                    | Thermal Comfort (Q)                                                               | q 4,30    |
| 15                                    | Acoustic Comfort                                                                  | 4,28      |
| 16                                    | General cleaning of the airport (Q)                                               | q 4,58    |
| 17                                    | Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q) | q 4,60    |
| <b>Satisfaction Indexes</b>           |                                                                                   |           |
| 18                                    | Waiting time in the check-in queue                                                | 95,70%    |
| 19                                    | Quality of the airport operator's official parking lots                           | 97,92%    |
| 20                                    | Price-quality ratio of food at the airport                                        | 82,47%    |

\* - Rating scale: from 1 to 5

q - Indicators that integrate the Q factor  
normative basis:

Resolution No. 372 of December 15, 2015 - ANAC;

Ordinance No. 10.164/SRA of December 29, 2022 - ANAC;

Decision No. 592, of December 28, 2022 - ANAC