

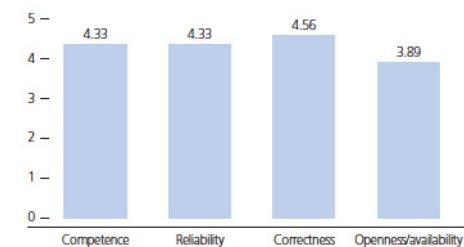
Evaluation of the SEA airport system by retailers

The reputation of SEA and the quality of its relations with ?retailer client? stakeholders can be seen in a survey

Quality of the relationship

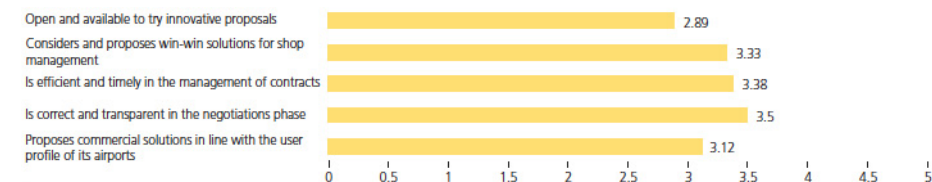
89% of retailers interviewed stated on average to having contact with a SEA Manager on 5 occasions during the year. The opinion expressed in relation to the quality of management is also very complementary.

SEA management evaluation (scale 1-5)



Source: SWG, Survey of SEA Group stakeholders 2013

The correctness and transparency adopted by the company in the management of negotiations and its administrative relations with SEA evaluation (scale 1-5)



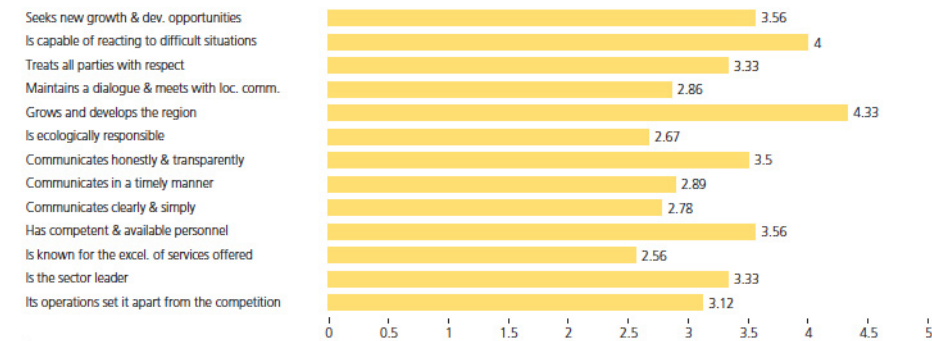
Source: SWG, Survey of SEA Group stakeholders 2013

The capacity to reach shared solutions and the compliance of the commercial approach with the user profile of the airports

Evaluation of the distinguishing features of SEA

The retailer clients consider SEA a particularly strong driver of regional development and an organisation which is particularly committed to the environment.

Evaluation of the distinctive features of SEA (scale 1-5)



Source: SWG, Survey of SEA Group stakeholders 2013

4.15

