

PRM CHARGE DOCUMENTATION

Year 2021

Introduction

On 09/10/2020, the Company GESAP S.p.a. (hereinafter also referred to as "GESAP" or "the company"), - Punta Raisi - Palermo airport operator, launched the annual User Consultation Procedure, concerning the monitoring of the fourth annuity of 2016-2019 period, according to the provisions of the Model of Regulation of Airport Charges approved by the Transport Regulation Authority (hereinafter, ART) with Resolution 92/2017.

On the same date, in compliance with the provisions of the ENAC 2018/0001 ed. 1 Guidelines of 09/08/2018 regarding the fees collected to finance the assistance provided to people with reduced mobility (PRM) pursuant to the regulation (EC) n. 1107/2006, the Company published on its website this *Annual Information Document for the determination of the PRM 2021 annuity fee*, containing the following information:

- a. An analytical report by of the PRM charging center, reconciled with the certified analytical / regulatory accounting system, which reports, for the final year, the service units, revenues and details of the operating and capital costs eligible
- b. The final tariff proposal for the PRM fee to be applied in the reference year, with evidence of any tariff adjustment
- c. The outline of the criteria used to identify the driver of allocation of indirect costs and the methodology used to overturn general costs
- d. The level of the NIC eligible for the final year, for which the PRM charging center is responsible, net of the credit - debit balance
- e. Forecasts, for the reference year, of the service units
- f. A report on the level of the service offered and on the quality standards that are to be pursued for all phases of the service, pursuant to Annex 1 of the ENAC GEN 02 A circular, as well as, in particular, on the quality indicators / objectives pertaining to the PRM service included in the Quality Plan approved by ENAC
- g. The indication on how to perform the PRM service
- h. An information on the workforce component and the number of annual employees (FTE) dedicated to the PRM service and the related cost
- i. The list and the quantity of the main infrastructures and equipment used to carry out the PRM assistance service

j. The indication of the quantity and types of annual assistance according to the classification referred to in section 5 (5.2.2) - of the doc. 30 ECAC - Part I - 11th edition / December 2009 - Amendment n ° 2

At the end of the public hearing, the Company will promptly publish on its website the level of airport charges, unless otherwise notified by ENAC

a. analytical statement of the PRM charging center, reconciled with the certified analytical / regulatory accounting system, which reports, for the final year, the service units, revenues and details of the operating and capital costs allowed

Below is a summary table of 2019 certified Regulation concerning the reconciliation of revenues and costs to PRM regulated product

2018 Profit and Loss Sheet from Regulatory Activity	Service PRM	Year 2019
2020 Applied Tariff ref. ENAC 0126371-P OF 04/11/2019	0,68 €	
A) Finalvalue of production:		€ 3.687.906
1) income from sales and performances		€ 3.573.233
4) increase of fixed assets for internal works ⁽⁶⁾		€ 1.853
5b)Diffrent reverues and incomes		€ 12.821
B) Producation costs eligible for regulatory purposes:		€ 3.546.155
6) for raw, ancillary, consumable and goods materials		€ 449
7) for services		€ 2.708.118
8) for the use of third party assets (excluding concession fee)		€ 4.323
8.1) concession fee		€ 467.709
8) for use of third party assets (including concession fee)		€ 472.032
9) for the staff		€ 346.187
10) depreciation (6):		€ 92.998
a) intangible amortization		€ 5.976
b) depreciation of materials		€ 87.022
11) changes in inventories of raw, ancillary and consumable materials and goods		-€ 767
14) various management charges		€ 27.138
C) Additional costs allowed for regulatory purposes:		€

1) IRAP (7)		€	-
D) Total regulatory costs (10)		€	3.646.155
NIC		€	531.181
WACC	9,39%		
Invested Capital Remuneration		€	49.878
E) GROSS MARGIN before capital costs		€	41.752
Gross margin net of capital costs		-€	8.126
Inflation Year 2019			1,0%
Inflation Year 2020			0,8%
Total Revalued Margin		-€	8.273
WLU forecast from GDP for 2021			2.192.102

The service units reported to 2019 amounted to 3,499,125

b. The final tariff proposal for the PRM fee to be applied in the reference year, with evidence of any tariff adjustment

In compliance with the provisions of par. 4.1 of the ENAC 2018-001 guidelines, the value of the PRM charge for the year 2020 was calculated by analyzing the operating and capital costs, valued in terms of amortization and remuneration of the invested capital for the reference year in compliance with the principle of full cost recovery, increased by the planned inflation rate .

This value was divided by the service units scheduled for the year 2021 equal to 2,192.102 defining a tariff per unit of service, net of the adjustment amount as below indicated, equal to 1.72 euros

	Tariffa 2021
Total Regulatory Costs 2019	€ 3.696.033
2019 Scheduled Inflation Rate	1,0%
2020 Scheduled Inflation Rate	0,8%
Total Regulatory Costs 2019 revalued	€ 3.762.857
Useful cost for defining the 2020 Tariff	€ 3.762.857
WLU Peviste from GDP for 2021	2.192.102
Tariff 2021	€ 1,72
Recovery for Equalization	-€ 0,0038
2021 Tariff following correction	€ 1,72

The Company, to calm the tariff level resulting from the impacts that the Covid-19 phenomenon has inevitably produced on air transport, due to the current and prospective traffic volumes that have determined a remodeling of the Four Year Investments Plan, to contain increases and consequent tariff changes determined by the calculation methods regulated by ENAC Guidelines to which PRM regulated law refers, proposes an enhancement of the right in question for the year 2021 equal to the amount valued for the year 2020 gross of the adjustment amount (€ 0.90 minus 0.22 as adjustment on the previous year), and subdivide as from the next year, following 2021 Monitoring, the adjustment deriving from the missing valorization calculated to the extent of:

2021 Tariff following correction	€ 1,72
Proposed 2021 Tariff	€ 0,90
Tariff Recovery	€ 0,82
Cost to recovery	€ 1.798.239
Recovery Period in years	3
Cost to recovery next monitoring	€ 599.412,84

The adjustment, in order to preserve the principle of full cost recovery, for the benefit of users and passengers, estimated at 1,798,239 Euros, will be recovered in 3 years starting from the next 2021 monitoring (PRM 2022 tariff), taking into consideration the data of the certified accounting 2020.

c. Outline of the criteria used to identify the driver of allocation of indirect costs and the methodology used to overturn general costs

The allocation of indirect costs and general costs to the PRM center was carried out in proportion to the ratio between the direct and indirect costs of production of the single service and the direct and indirect costs of production allocated to all the services, taking into consideration both internal and external costs, as foreseen in points 61 and 62 of the ENAC guidelines, for the purpose of overturning .

d. Level of the NIC eligible for the final year, for which the PRM charging center is responsible, net of the credit - debit balance

The following is the NIC, which is under the responsibility of the PRM charging center, net of the credit - debit balance

NIC	€	531,81
WACC		9.39%
RETURN ON INVESTED CAPITAL	€	49,878

e. Forecasts, for the reference year, of the service units

Below is the summary table of the service units relating to departing passengers for the year 2020

Traffic unit	2021 Forecasts
TOTAL PAX	4.368.188
<i>of which IATA</i>	24,00%
<i>of which low cost</i>	73,90%
<i>of which charter</i>	2,00%
<i>of which AG e altri minori</i>	0,10%
Pax in transit	12.360
Pax in departure	2.192.102
<i>of which Av. Comm. Intra UE adults</i>	2.047.950
<i>of which Av. Comm. Intra UE Children</i>	101.316
<i>of which AG Intra UE adults</i>	551
<i>of which AG Intra UE Children</i>	28
<i>of which Av. Comm. Extra UE adults</i>	39.492
<i>of which Av. Comm. Extra UE Children</i>	2.370
<i>of which AG Extra UE adults</i>	369
<i>of which AG Extra UE Children</i>	25

f. A report on the level of the service offered and on the quality standards the operator shall pursue for all phases of the service, pursuant to Annex 1 of the ENAC GEN 02 A circular, as well as, in particular, on the quality indicators / objectives pertaining to the PRM service included in the Quality Plan approved by ENAC

The Regulation n. 1107/2006, in article 9 "Quality standards for assistance" prescribes that, in airports with an annual commercial traffic of passengers exceeding 150,000 units, the airport operator sets quality standards for assistance as per the Annex I of the Regulation itself, in collaboration with airport users and organizations representing PRMs.

The quality standards of PRM services are defined by the GEN 02A Circular and are an integral part of the Charter of airport operators' services provided for in the ENAC GEN 06 Circular. More specifically, there are n. 6 quality factors and n. 16 indicators. The quality factors of the assistance services include the standards defined in Doc.30 ECAC.

In particular, with reference, as provided for in Annex I of the Regulation, the Airport Manager ensures assistance and takes the necessary measures to allow the PRMs to:

- a) communicate their arrival at the airport and the request for assistance at the designated points inside and outside the terminals;
- b) move from the designated point to the check-in desk;
- c) fulfill passenger and baggage registration formalities;
- d) proceed from the check-in desk to the aircraft, carrying out emigration, customs and security checks;
- e) board the aircraft, using lifts, wheelchairs or other specific assistance needed;
- f) proceed from the aircraft door to the seat;
- g) place on board and retrieve the baggage and any wheelchair or other assistance embarked;
- h) move from the seat to the aircraft door;
- i) disembark from the aircraft, using lifts, wheelchairs or other specific assistance needed;
- j) move from the aircraft to the baggage claim room and collect the baggage, completing the immigration and customs controls;
- k) move from the baggage hall to a designated point;
- l) take the connecting flights, if in transit, with assistance inside the terminals and between them, according to specific needs;
- m) go to the toilets in case of need;
- n) at the request of the passenger, being able to be assisted at the airport by his / her accompanying person even during disembarkation and boarding;
- o) receive ground assistance for the management of all necessary mobility equipment, including electric wheelchairs, subject to forty-eight hours' notice and limited to the space available on board the aircraft as well as in compliance with the relevant regulations relating to dangerous goods;
- p) obtain temporary replacement of damaged or lost mobility equipment, bearing in mind that the replacement with comparable devices may not be feasible;
- q) receive ground assistance for recognized assistance dogs, where feasible;
- r) be able to access flight information.

The quality standards of the above-mentioned services to PRMs are grouped into the following 6 "quality factors" concerning significant aspects of the service, both of objective and subjective nature:

- a) Efficiency of assistance services;
- b) Safety for the person (safety);
- c) Information at the airport;
- d) Communication with passengers;
- e) Comfort at the airport;
- f) Relational and behavioral aspects.

Each quality factor is therefore associated with one or more qualitative or quantitative indicators in relation to the variable / parameter to be evaluated.

The following table shows the quality standards and objectives of PRM assistance services for 2019-2020.

INDICATORI PRM CARTA DEI SERVIZI							
Fattore di qualità	N. indic.	Indicatore	Unità misura	Obiettivo 2019	Risultato 2019	Obiettivo 2020	TARGET Doc. 30 ECAC
Efficienza dei servizi di assistenza	1	Per PRM in partenza con prenotazione: tempo di attesa per ricevere l'assistenza, da uno dei punti designati dell'aeroporto, in caso di prenotazione	Tempo di attesa in minuti nel 90% dei casi	8'00"	3'39"	7'15"	<10 minuti per 80% dei passeggeri <20 minuti per 90% dei passeggeri <30 minuti per 100% dei passeggeri
	2	Per PRM in partenza senza prenotazione: tempo di attesa per ricevere l'assistenza, da uno dei punti designati dell'aeroporto, una volta notificata la propria presenza	Tempo di attesa in minuti nel 90% dei casi	8'00"	4'17"	7'15"	<10 minuti per 80% dei passeggeri <20 minuti per 90% dei passeggeri <30 minuti per 100% dei passeggeri
	3	Per PRM in arrivo con prenotazione: tempo di attesa a bordo per lo sbarco dei PRM, dopo lo sbarco dell'ultimo passeggero	Tempo di attesa in minuti nel 90% dei casi	3'20"	1'51"	3'10"	<10 minuti per 80% dei passeggeri <20 minuti per 90% dei passeggeri <30 minuti per 100% dei passeggeri
	4	Per PRM in arrivo senza prenotazione: tempo di attesa per ricevere l'assistenza, nel punto gate/aeromobile, dallo sbarco dell'ultimo passeggero	Tempo di attesa in minuti nel 90% dei casi	3'20"	1'34"	3'10"	<10 minuti per 80% dei passeggeri <20 minuti per 90% dei passeggeri <30 minuti per 100% dei passeggeri
Sicurezza per la persona (safety)	5	Percezione sullo stato e sulla funzionalità degli equipaggiamenti in dotazione	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
	6	Percezione sull'adeguatezza della formazione del personale	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
Informazioni in aeroporto	7	Accessibilità: numero delle informazioni essenziali accessibili a disabilità visive, uditive e motorie rapportato al numero totale delle informazioni essenziali	% di informazioni essenziali accessibili sul numero totale delle informazioni essenziali	97%	100%	97,2%	
	8	Completezza: numero delle informazioni e istruzioni, relative ai servizi offerti, disponibili in formato accessibile rapportato al numero totale	% di informazioni/istruzioni relative ai servizi in formato accessibile sul numero totale delle informazioni/istruzioni	97%	100%	97,2%	
	9	Percezione sull'efficacia e sull'accessibilità delle informazioni, comunicazioni e segnaletica aeroportuale interna	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
Comunicazione con i passeggeri	10	Numero delle risposte fornite nei tempi stabiliti rispetto al numero totale delle richieste di informazione pervenute	% di risposte fornite nei tempi stabiliti sul numero totale delle richieste	100%	100%	100%	
	11	Numero di reclami ricevuti rispetto al traffico totale di PRM	% di reclami ricevuti sul traffico totale di PRM	0%	0%	0%	
Comfort in Aeroporto	12	Percezione sull'efficacia dell'assistenza ai PRM	% di passeggeri PRM soddisfatti	100%	100%	100%	
	13	Percezione del livello di accessibilità e fruibilità delle infrastrutture aeroportuali: parcheggio, citofoni di chiamata, sale dedicate, servizi igienici, etc.	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
	14	Percezione sugli spazi dedicati per la sosta dei PRM (es. Sala Amica)	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
Aspetti relazionali e comportamentali	15	Percezione sulla cortesia del personale (infopoint, security, personale dedicato all'assistenza speciali)	% di passeggeri PRM soddisfatti	97%	100%	97,2%	
	16	Percezione sulla professionalità del personale dedicato all'erogazione delle assistenze speciali ai PRM	% di passeggeri PRM soddisfatti	97%	100%	97,2%	

With reference to the 2020-2023 Program Contract, of which the Quality Plan is an integral part, in compliance with the provisions contained in "Model 1 ART of Regulation of airport charges for airports with traffic of more than 5 million passengers per year" and "ENAC Guidelines for the proposal and evaluation of quality indicators in the Program Contracts", for the services to the PRMs the 2 indicators specified below have been selected (already included among those contained in the Service Charter, number 1 and number 16 of the table above), among those listed in the reference basket contained in the traffic cluster applicable to GESAP (Cluster 2 - Airports that in the last two years, considering the Base Year of the new contractual period and the year preceding the Base Year, have recorded an average of the final traffic between 5 and 15 million passengers per year), respecting the expected proportion between "quality delivered" and "perceived quality" indicators and applying to each the relevant relative and total weights:

- **"Quality indicators referring to PRM Assistance services Subgroup",** with total weight of 20%:

“Quality indicators Sub-group referring to PRM assistance services“

7.1 Indicatori analitici di qualità 2020-2023									
N.	INDICATORI ANALITICI	Peso	Unità di misura	Valori rilevati all'anno 2018	Obiettivi 2019	Obiettivi			
						2020	2021	2022	2023
INDICATORI PRIORITARI									
Sottogruppo indicatori di qualità riferiti ai servizi di assistenza ai PRM									
PRM 1	Per PRM in partenza con prenotazione: Tempo di attesa per ricevere l'assistenza da uno dei punti designati dell'aeroporto, in caso di prenotazione	12,5%	Tempo trascorso indicato in minuti	3'16"	8'00"	7'30"	7'00"	6'30"	6'00"
PRM 13	Percezione sulla professionalità del personale dedicato all'erogazione delle assistenze speciali ai PRM	7,5%	% pax soddisfatti	97,00%	97,10%	97,20%	97,30%	97,40%	97,50%

In addition, we inform that with note ENAC-PROT-05/08 / 2020-0074209-P, the Deputy Central Director of Economy and Airport Supervision, taking into account that due to COVID-19, the measurements of some indicators included in the Service Charter may be not significant as they show significantly reduced results compared to the parameters set by the ENAC Circular GEN 06 and GEN 02 A, communicated that the monitoring of the 2020 Airport Service Charters will not be considered for the purposes of assessing the quality offered by the operators for the annuities. However, the results of the surveys carried out by the Airport Operators will serve as a basis for the Authority to carry out analyses based on elements of concreteness, reasonableness and common sense, with a view to taking into consideration some indicators related to the management of the epidemiological crisis from COVID-19 already used both by ACI and EASA and borrow them within the ENAC Service Charter, solely for study and analysis purposes, in order to be able to evaluate, as part of an ENAC-Assaeroporti working group, how to best organize for the transitional period the Service Charter for the years 2021 and 2022.

Similarly, with note ENAC-PROT-05/08 / 2020-0074400-P, the Director of Economic Studies and Rates Development, recalling the aforementioned note of the Deputy Central Director of Economy and Airport Supervision, announced that, also with reference to the Quality Plans attached to the program contracts, the validity and significance of some indicators is invalidated, considering that the effects of the monitoring of the Quality Plan for the year 2020 should be suspended also waiting the subsequent determinations of the collateral Airport Economics and Supervision Central Department and the results of the new Working Group.

g. Indication on how to perform PRM service

PRM service is entrusted to an external company

h. Information on the workforce component and the number of annual employees (FTE) dedicated to PRM service and the related cost

The PRM service is entrusted to an external company with a cost of 8,116,416.00 for a four-year term. The service is provided by the company in charge of the service (unit of 17/18 FTEs in turn for 3 daily shifts) and assistance is provided 365 days a year, without interruption, in conjunction with the performance of the airport activity and with the commitment to carry out the service even in the event of flight anticipation and / or delay and in the case of night operations. The following equipment and facilities are made available to the service provider:

- Wheelchairs
- Points of request for assistance and pick up on roads near the Terminal with dedicated car parking space
- IT and communication systems

i .List and quantity of the main infrastructures and equipment used to carry out tPRM assistance service

See point h.

j. The indication of the quantity and types of annual assistances according to the classification referred to in section 5 (5.2.2) - of the doc. 30 ECAC - Part I - 11th edition / december 2009 - Amendment n ° 2

The following tables summarize the assistance provided in 2019 and up to September 2020

AEROPORTO di [nome di aeroporto]

Reg. [CE] 1107/2006

Assistenze erogate nell'anno 2019

mese	BLND		WCHR		WCHS		WCHC		DEAF		DPNA	
	prenotata	non prenotata	prenotata	non prenotata	prenotata	non prenotata	prenotata	non prenotata	prenotata	non prenotata	prenotata	non prenotata
gennaio	77	1	746	10	2002	15	715		60	2	10	
febbraio	58	2	560	7	1380	10	492		13	2	8	
marzo	71	4	730	9	1770	6	601		35	3	5	
aprile	120	9	1141	10	2490	3	812		129	3	5	
maggio	110	10	1512	15	3140	16	1090	2	51	4	10	
giugno	160	9	1542	22	3038	11	1037	1	45	3	9	
luglio	250	6	1677	10	2950	9	1056	1	50	6	1	
agosto	110	3	1810	18	2745	6	902	5	55	6	24	
settembre	120	8	2217	15	3272	20	1133	8	62	4	27	
ottobre	88	12	1580	12	2599	15	1200	8	60	8	25	
novembre	90	13	970	8	2236	8	810	4	32	4	29	2
dicembre	100	17	1184	20	2626	12	970	8	55	5	16	
TOTALE	1354	94	15669	156	30248	131	10818	37	647	50	169	2

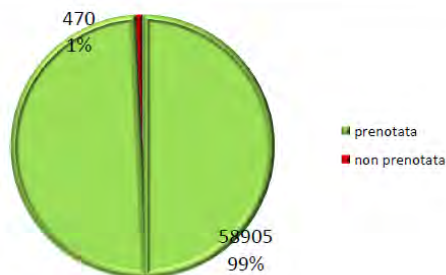
Servizio prestato da: GH PALERMO PER CONTO GESAP

Sala Amica:

note:

Legenda

- BLND: pax ipovedenti o ciechi.
- WCHR: pax che non possono percorrere lunghe distanze, ma possono salire e scendere le scale e muoversi in autonomia
- WCHS: pax che non possono percorrere lunghe distanze, e che non possono salire e scendere le scale ma sono autonomi a bordo.
- WCHC: pax completamente immobili che non sono autosufficienti a bordo e necessitano di assistenza totale.
- DEAF: Pax con disabilità uditiva.
- DPNA: Pax con disabilità intellettuali o comportamentali.



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AEROPORTO di [nome di aeroporto]

Reg. [CE] 1107/2006

Assistenze erogate nell'anno 2020

mese	BLND			WCHR			WCHS			WCHC			DEAF			DPNA		
	prenotata	non prenotata		prenotata	non prenotata		prenotata	non prenotata		prenotata	non prenotata		prenotata	non prenotata		prenotata	non prenotata	
	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore	Pax	Vettore
gennaio	50	5	0	993	20	0	2380	15	0	728	10	0	80	3	0	33	4	0
febbraio	80	4	0	564	10	0	1580	9	0	551	8	0	25	2	0	12	2	0
marzo	26	0	0	206	6	0	451	3	0	109	2	0	7	1	0	1	0	0
aprile	3	0	0	41	0	0	65	0	0	12	0	0	2	0	0	0	0	0
maggio	2	0	0	67	0	0	187	0	0	39	0	0	8	0	0	0	0	0
giugno	9	0	0	300	3	0	621	0	0	141	0	0	5	1	0	5	0	0
luglio	88	4	0	625	6	0	1480	8	0	420	2	0	10	4	0	4	2	0
agosto	77	2	0	510	9	0	1506	15	0	500	5	0	20	2	0	20	3	0
settembre	76	0	0	630	10	0	1729	11	0	611	2	0	35	3	0	32	0	0
ottobre																		
novembre																		
dicembre																		
TOTALE	411	15	0	3936	64	0	9999	61	0	3111	29	0	192	16	0	107	11	0

Servizio prestato da: GH PALERMO

Sala Amica: PRM

note:

Legenda

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- WCHS: pax che non possono percorrere lunghe distanze, e che non possono salire e scendere le scale ma sono autonomi a bordo.
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- DEAF: Pax con disabilità uditiva.
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MANCATA NOTIFICA/PRENOTAZIONE

