

PRM CHARGE DOCUMENTATION

Year 2021

Introduction

On 08/10/2021, the Company GESAP S.p.a. (hereinafter also referred to as "GESAP" or "the company"), assignee of the management of - Punta Raisi - Palermo airport operator, launched the annual User Consultation Procedure, concerning the monitoring of the second annuity of 2020-2023 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 2022 annuity fee*, containing the following information:

- a. An analytical report by 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 for 2022.
- 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 2020 certified Regulation concerning the reconciliation of revenues and costs to PRM regulated product:

2020 Profit and Loss Sheet from Regulatory Activity	PRM Service	Year 2020
2020 Applied Tariff		0,90 €
ENAC ref 0108296-P OF 04/11/2020		
A) Final value of production:		€ 925.853
1) income from sales and performances		€ 918.607
4) increase of fixed assets for internal works ⁽⁵⁾		€ 30
5b) Different revenues and incomes		€ 7.216
B) Production costs eligible for regulatory purposes:		€ 1.703.004
6) for raw, ancillary, consumable and goods materials		€ 244
7) for services		€ 1.328.200
8) for the use of third party assets (excluding concession fee)		€ 4.872
8.1) concession fee		€ 116.320
8) for use of third party assets (including concession fee)		€ 121.192
9) for the staff		€ 197.394
10) depreciation (6):		€ 41.200
a) intangible amortization		€ 6.048
b) depreciation of materials		€ 35.152
11) changes in inventories of raw, ancillary and consumable materials and goods		-€ 281
14) different managing charges		€ 15.055
C) Additional costs eligible for regulatory aims:		€ -
1) IRAP ⁽⁷⁾		€ -
D) Total regulatory costs⁽¹⁰⁾		€ 1.703.004
NIC		€ 395.507
WAAC	9,39%	
Return on invested capital		€ 37.138
E) GROSS MARGIN before capital costs		-€ 777.151
Gross margin net of capital costs		-€ 814.289
Inflation Year 2020		0,8%
Inflation Year 2021		0,5%
Total Revalued Margin		-€ 824.908
Estimated WLU from CDP for 2022		2.893.574

The service units reported to 2020 have been equal to 1,341,553. The ones estimated for 2021(Jan-Aug final balance and Sept-Dec Forecast) are 2,192,602.For 2022 estimates indicate 2,893,574.

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 ENAC 2018-001 guidelines, the value of the PRM charge for the year 2022 has been calculated by analyzing the operating and capital costs, valued in terms of amortization and remuneration of the invested capital for the reference year(data belonging to the last certified regulatory accounting)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 2022 equal to 2,893,574 defining a tariff per unit of service(0.61€/pax).Therefore it was decided to consider the recovery of the negative margin recorded for 2020 annuity(-824,908 euro equal to 0.29€/pax for 2022) and the recovery set out at the hearing of October 29th 2020(599,413 euro equal to 0.21€/pax for 2022) during the which Companies and Users approved the Recovery Plan of 1,798,239 in three annuities of equal amount beginning from 2022.

	2022 Tariff
2020 Total Regulatory Costs	€ 1.740.142
2020 Scheduled Inflation Rate	0,8%
2021 Scheduled Inflation Rate	0,5%
2020 Total Revalued Regulatory Costs	€ 1.762.834
Useful cost for defining 2022 Tariff	€ 1.762.834
Estimated WLU from CDP for 2022	2.893.574
2022 Tariff	€ 0,61
Recovery for opex adjustment of previous year	€ 0,29
Cost to be recovered from Hearing on 29/10/2020	€ 599.413
UNITARY recovery from Hearing of 29/10/1972	€ 0,21
2022 Final Tariff	€ 1,10

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 PRM center, has been 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. The level of the NIC eligible for the final year, for which the PRM charging center is responsible, net of the credit - debit balance

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

cin		€ 395.507
WAAC	9,39%	
Return on invested capital		€ 37.138

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 2022

Traffic unit	2022 FORECAST
TOTAL PAX	5.766.008
<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	16.315
Pax in departure	2.893.574
<i>of which Av. Comm. Intra UE adults</i>	2.703.295
<i>of which Av. Comm. Intra UE Children</i>	133.737
<i>of which AG Intra UE adults</i>	727
<i>of which AG Intra UE Children</i>	38
<i>of which Av. Comm. Extra UE adults</i>	52.130
<i>of which Av. Comm. Extra UE Children</i>	3.129
<i>of which AG Extra UE adults</i>	487
<i>of which AG Extra UE Children</i>	32

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 EC Regulation n. 1107/2006, in particular as per article 9 "Quality standards for assistance" prescribes that in the airports with an annual commercial traffic of passengers exceeding 150,000 units "the airport operator shall set quality standards for assistance as per the Annex I of the Regulation itself and establishes the necessary resources to respect them, in collaboration with airport users(through the airport users committee)and the organizations representing people with disabilities and PRMs. According to Annex I of the 1107/2006 Regulation, the Airport Operator guarantees the assistance and adopts the necessary measures to allow people with disabilities and 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.

In compliance with measures of the EC 1107/2006 Regulation and of ECAC DOC. 30, PRM Services standard quality in national airports are defined by Enac GEN 02A Circular and are part of the Charter of Services of Airport Operators ruled by Enac GEN 06 Circular.

More specifically in the Charter of Airport Services 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) Personal 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.

With reference to the year 2020, following the spread of the COVID-19 pandemic and the consequent issue by the competent Authorities of specific regulatory measures for the containment and management of the epidemiological emergency, the Deputy Central Director of Airport Economics and Supervision, with note ENAC-PROT-11/03 / 2020-0029259, has given the right to airport managers to suspend the quality and customer satisfaction survey activities (including services to PRMs) relating to the service charter indicators, without prejudice to the possibility of recovering the aforementioned activities during the year should the situation return to normal. The aforementioned national and international regulatory provisions have in fact introduced very stringent measures relating to the behavior to be adopted in the performance of work operations and severely limited air traffic at national airports both in terms of passengers and movements, so that the quality and customer satisfaction surveys would have provided insignificant results for the purposes of the overall assessment of the normal performance of the management of airport services. In the months of April, May, June and July 2020, GESAP, as well as all the managers of national airports, therefore suspended the quality and customer satisfaction surveys.

As an update to the above, given the persistence of the emergency situation caused by the COVID-19 pandemic, the Deputy Central Director of Airport Economics and Supervision, with a note from ENAC-PROT-05/08/2020-0074209-P, further 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 next few years, however, inviting the management companies to restore the quality and customer satisfaction survey activities. All this in order to acquire a database on which to carry out analysis based on elements of concreteness, reasonableness and common sense, in order to assess in detail and temporarily which indicators of the Service Charter it is possible to use and maintain in the changed operating scenario. and which ones temporarily suspend or integrate to take into consideration some new aspects of quality of services linked to the management of the epidemiological crisis, in the wake of what has already been done by ACI and EASA.

In this sense, the Organizational Function of the Rights and Quality Charter of Airport Services of ENAC has simultaneously set up a specific working group (formed by ENAC, Assaeroporti and the representatives of the operators) aimed at both revising the indicators of the service charter in order to identify those most suitable in relation to the needs determined by the COVID-19 emergency, both at the possible reconsideration of the approved indicators in the quality plan of the existing program contracts, not applicable to the current state of the emergency.

From August 2020 GESAP therefore has restarted the statistical survey of quality and customer satisfaction pursuant to ENAC Circulars GEN 02A and GEN 06 and participated in the working group set up by ENAC.

In relation to what emerged from the meetings of the aforementioned working group, given the absence of the conditions set out in the ENAC Circular GEN 06 due to the exceptional, extraordinary and unpredictable event of the COVID-19 pandemic, the Deputy Central Director of Airports Economics and Supervision, with note ENAC-PROT-12/11 / 2020-0111291-P, has issued some temporary provisions concerning the quality and customer satisfaction surveys relating to the 2021 service charter, with the right for managers to present quality indicators even to a reduced extent , on the basis of the surveys carried out, provided they are accompanied by a specific illustrative report to give an account of the choices made.

With a subsequent note ENAC-PROT-14/01 / 2021-0003706-P, the Deputy Central Director of Airports Economics and Supervision also communicated the procedures for presenting the 2021 service charter in light of the current emergency context, with specific exclusion of the targets 2021.

The following table shows the quality standards and objectives of PRM assistance services in relation to 2020.

INDICATORI PRM CARTA DEI SERVIZI						
Fattore di qualità	N. indic.	Indicatore	Unità misura	Obiettivo 2020	Risultato 2020	TARGET Doc. 30 ECAC
Efficienza dei servizi di assistenza	1 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	Tempo di attesa in minuti nel 90% dei casi	7'15"	3'37"	<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	7'25"	3'54"	<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	3'10"	4'30"	<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	3'10"	2'55"	<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	97,2%	100%	
	6	Percezione sull'adeguatezza della formazione del personale	% di passeggeri PRM soddisfatti	97,2%	100%	
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	97,2%	100%	
	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	97,2%	100%	
	9	Percezione sull'efficacia e sull'accessibilità delle informazioni, comunicazioni e segnaletica aeroportuale interna	% di passeggeri PRM soddisfatti	97,2%	100%	
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%	
	11	Numero di reclami ricevuti rispetto al traffico totale di PRM	% di reclami ricevuti sul traffico totale di PRM	0%	0%	
Comfort in Aeroporto	12	Percezione sull'efficacia dell'assistenza ai PRM	% di passeggeri PRM soddisfatti	100%	99,5%	
	13	Percezione del livello di accessibilità e fruibilità delle infrastrutture aeroportuali: parcheggio, citofoni di chiamata, sale dedicate, servizi igienici, etc.	% di passeggeri PRM soddisfatti	97,2%	100%	
	14	Percezione sugli spazi dedicati per la sosta dei PRM (es. Sala Amica)	% di passeggeri PRM soddisfatti	97,2%	100%	
Aspetti relazionali e comportamentali	15	Percezione sulla cortesia del personale (infopoint, security, personale dedicato all'assistenza speciali)	% di passeggeri PRM soddisfatti	97,2%	100%	
	16 PRM 13	Percezione sulla professionalità del personale dedicato all'erogazione delle assistenze speciali ai PRM	% di passeggeri PRM soddisfatti	97,20%	100%	

With reference to the 2020-2023 Program Contract, of which the Quality Plan is an integral part, in compliance with the provisions contained in the "ART Model of Regulation of airport charges for airports" and "ENAC Guidelines for the proposal and evaluation of quality indicators in the Program Contracts", for services to 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 – The 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:

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

“Sub-group of Quality indicators 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 prenotica: Tempo di attesa per ricevere l'assistenza da uno dei punti designati dell'aeroporto, in caso di prenotica	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 / 2020-0074400-P, the Director of Economic Studies and Tariffs Development, recalling the aforementioned note of the Deputy Central Director of Airport Economics and 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 it appropriate for this reason to suspend the effects of the monitoring of the Quality Plan for the year 2021, also waiting for the subsequent determinations of the collateral Airport Economics and Supervision Central Department and the results of the constituting 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 up to 17/18 FTEs in turn for 3 daily shifts, useful as guide for dimensioning) 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 available to the service provider:

- Wheelchairs
- Places 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 PRM 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 2020

mod.asprm20



Vice Direzione Centrale Economia e Vigilanza Aeroporti
Funzione Organizzativa Carta dei Diritti e Qualità dei Servizi Aeroportuali

AEROPORTO di [nome di aeroporto]

Reg. [CF] 1107/2006

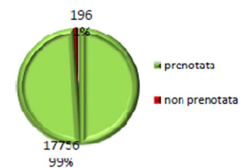
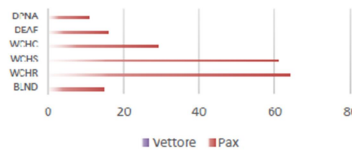
Assistenze erogate nell'anno 2020

	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
gennaio	50	5	0	993	20	0	2380	15	0	728	10	0	80	3	0	33	1	0
febbraio	80	4	0	564	10	0	1580	9	0	551	8	0	25	2	0	12	2	0
marzo	76	0	0	706	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																		
	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:

MANCATA NOTIFICA/PRENOTAZIONE



Legenda

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