

PRM DOCUMENTATION

Year 2026

Introduction

On 19/09/2025, GESAP S.p.a. (hereinafter also referred to as 'GESAP' or 'the company'), the operator of Palermo - Punta Raisi -, initiated the User Consultation Procedure for the 2025 annual monitoring, in accordance with the Airport Rights Regulation Model approved by the Transport Regulation Authority (hereinafter referred to as ART) with Resolution 38/2023.

On 26/09/2025, in compliance with the provisions of ENAC Guideline 2018/0001 ed.1 of 09/08/2018, regarding the charges levied to finance assistance provided to persons with reduced mobility (PRM) referred to in Regulation (EC) No 1107/2006, the Company published on its website this *Annual Information Document for the determination of the PRM fee for the year 2026*, containing the following information:

- a. An analytical statement of the PRM pricing centre, reconciled with the certified analytical/regulatory accounting system, showing, for the final year, the revenues and details of the operating and capital costs allowed and the estimated service units for the year 2026.
- b. The final tariff proposal for the PRM fee to be applied in the reference year, highlighting any tariff adjustments.
- c. An illustration of the criteria used to identify the driver for the allocation of indirect costs and the methodology used for the allocation of overheads.
- d. The level of the CIN allowed for the final year, under the responsibility of the PRM tariff centre, net of the balance of receivables and payables.
- e. The forecasts for the reference year of service units.
- f. Information on the level of service offered and the quality standards that the operator must pursue for all phases of the service, in accordance with Annex 1 of ENAC Circular GEN 02 A, as well as, in particular, the quality indicators/objectives relating to the PRM service included in the Quality Plan approved by ENAC.
- g. Information on how the PRM service is provided.
- h. Information on the workforce and the number of full-time equivalent (FTE) employees dedicated to the PRM service and the related cost.
- i. The list and number of the main infrastructures and equipment used to provide the PRM assistance service.
- j. An indication of the number and types of annual assistance services according to the classification in section 5 (5.2.2) of ECAC Doc. 30 - Part I - 11th edition/December 2009 - Amendment No. 2.

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

- a. **analytical statement of the PRM pricing centre, reconciled with the certified analytical/regulatory accounting system, showing revenues and details of eligible operating and capital costs and estimated service units for the year 2026**

Below is a summary table of the 2023 certified regulatory framework regarding the reconciliation of revenues and

costs for the regulated PRM product:

2023 Profit and Loss Statement from REGULATORY		PRM Service	Year 2024
Tariff Applied 2025		0.65 from 09/08/2025	
prot. ENAC 0166093-P OF 09/06/2025			
A) Final production value:		€	3.291.325
1) revenues from sales and services		€	3.281.422
4) Increases in fixed assets for internal work (5)		€	-
5b) Other revenues and income		€	774
5a) Contributions Financial year		€	9.129
B) Production costs eligible for regulatory:		€	3.806.361
6) for raw materials, ancillary materials, consumables and goods		€	366
7) for services		€	3.121.541
8) for the use of third-party assets (excluding concession fees)		€	8.509
8.1) concession fees		€	499.274
8) for the use of third-party assets (including concession fees)		€	507.783
9) for personnel		€	78.174
10) depreciation (6):		€	73.185
a) intangible depreciation		€	5.924
b) tangible depreciation		€	67.261
11) changes in inventories of raw materials, ancillary materials, consumables and goods		€	723
14) other operating expenses		€	24.589
C) Additional costs eligible for regulatory purposes:		€	-
1) IRAP (7)			
D) Total regulatory costs (10)		€	-
CIN		€	3.806.361
WACC	6,92		
Return on invested capital		€	40.219
E) GROSS MARGIN before capital costs		-€	515.037
Gross Margin net of Capital Costs		-€	555.255
Inflation Year 2025			1,8%
Inflation Year 2026			1,8%
Total Revalued Margin		-€	575.425
WLU Forecasted by CDP for 2026			4683.127
Increase/decrease in value at 2025 tariff for full cost recovery principle		€	0.12
b. The final tariff proposal for the PRM fee to be applied in the reference year, with evidence of any tariff adjustment			

In accordance with the provisions of paragraph 4.1 of ENAC guidelines 2018-001, the value of the PRM right for the year 2026 was calculated by analysing operating and capital costs, valued in terms of depreciation and return on invested capital for the reference year (data from the latest certified regulatory accounts) in accordance with the principle of full cost recovery, increased by the projected inflation rate.

This value was divided by the service units planned for the year 2026, equal to 4,683,127, determining a tariff per service unit (€0.85/pax). To this was added the recovery of the negative margin recorded for the year 2024 (equal to €0.12/pax).

	2026 rate
Total revalued 2024 Regulatory costs	€ 3.846.580
Planned Inflation Rate 2025	1,8%
Planned Inflation Rate 2026	1,8%
Total revalued regulatory costs for 2024	€ 3.986.303
Cost used to determine the 2026 tariff	€ 3.986.303
WLU Forecasted by CDP for 2026	4.683.127
2026 Tariff	€ 0,85
Recovery for previous year's opex adjustment	€ 0,12
Final 2026 Tariff	€ 0,97

c. Illustration of the criteria used to identify the driver for allocating indirect costs and the methodology used to pass on overheads

The allocation of indirect costs and overheads to the PRM centre was carried out in proportion to the ratio between the direct and indirect production costs of the individual service and the direct and indirect production costs allocated to the services as a whole, taking into account both internal and external costs for the purposes of the allocation key, as provided for in points 61 and 62 of the ENAC guidelines.

d. The level of CIN allowed for the final year, pertaining to the PRM pricing centre, net of the balance of receivables and payables

Below is the CIN, under the responsibility of the PRM pricing centre, net of the balance of receivables and payables

CIN	€ 581.193
WACC 6,92%	
Return on invested capital	€ 40.219

e. Forecasts for the reference year for service units

Below is a summary table of service units relating to departing passengers for the year 2026

Traffic units	FORECAST 2026
TOTAL PAX	9,366,839
<i>of which IATA</i>	18.55
<i>of which low cost</i>	80.55
<i>of which charter</i>	0.83
<i>of which AG and other minor airlines</i>	0.07
Passengers in transit	20,443
Passengers departing	4,683,127
<i>of which Intra-EU commercial flights Adults</i>	4,146,981
<i>of which Intra-EU trade receivables Children</i>	214,047
<i>of which Intra-EU AG Adults</i>	910
<i>of which Intra-EU Children AG</i>	5
<i>of which Extra-EU Commercial Adults</i>	301,233
<i>of which Extra-EU Children</i>	18,131
<i>of which Non-EU AG Adults</i>	1,736
<i>of which Non-EU Children AG</i>	84

f. Information on the level of service offered and the quality standards that the operator must pursue for all phases of the service, in accordance with Annex 1 of ENAC Circular GEN 02 A, as well as, in particular, the quality indicators/objectives relating to the PRM service included in the Quality Plan approved by ENAC

The International Standards and Recommended Practices relating to the facilitation of air transport for persons with disabilities and PRM are set out in ICAO Annex 9, Chapter 8. The Manual on Access to Air Transport by Persons with Disabilities (DOC 9984 ICAO) consolidates the general principles concerning the facilitation of transport for persons with disabilities and PRMs.

In the European Union (EU), the rights of passengers with disabilities and PRMs are protected by Regulation (EC) No 1107/2006 (EC 1107/2006) and the same provisions are set out in ECAC Doc 30, Part I, in order to harmonise the implementation of measures in non-EU ECAC Member States. Guidance on the application of EC 1107/2006 is provided in the Interpretative Guidelines issued in June 2012.

Regulation (EC) No 1107/2006, in particular Article 9 'Quality standards for assistance', requires that at airports with an annual commercial passenger traffic of more than 150,000 "the airport operator shall set quality standards for assistance as set out in Annex I to this Regulation and shall establish the necessary resources to comply with them, in cooperation with airport users (through the airport users' committee) and organisations representing passengers with disabilities and passengers with reduced mobility (PRM)". According to Annex I of Regulation 1107/2006, the airport operator shall provide assistance and take the necessary measures to enable persons with disabilities and persons with reduced mobility to:

- communicate their arrival at the airport and their request for assistance at designated points inside and outside the terminals;

- b) move from the designated point to the check-in counter;
- c) complete passenger and baggage check-in formalities;
- d) proceed from the check-in counter to the aircraft, completing immigration, customs and security checks;
- e) board the aircraft, using lifts, wheelchairs or other specific assistance as necessary;
- f) proceed from the aircraft door to the seat;
- g) stow and retrieve baggage and any wheelchair or other boarding aid;
- h) proceed from the seat to the aircraft door;
- i) disembark from the aircraft, using lifts, wheelchairs or other specific assistance as necessary;
- j) proceed from the aircraft to the baggage reclaim area and collect baggage, completing immigration and customs checks;
- k) proceed from the baggage reclaim area to a designated point;
- l) board connecting flights, if in transit, with assistance within and between terminals, depending on specific needs;
- m) go to the toilet if necessary;
- n) at the passenger's request, be assisted at the airport by their companion, including during disembarkation and boarding;
- o) receive assistance on the ground with the handling of all necessary mobility equipment, including electric wheelchairs, subject to 48 hours' notice and subject to the space available on board the aircraft, as well as compliance with the relevant regulations on dangerous goods;
- p) obtain temporary replacement of damaged or lost mobility equipment, bearing in mind that replacement with comparable equipment may not be feasible;
- q) receive assistance on the ground for recognised assistance dogs, where feasible;
- r) access flight information.

In accordance with the provisions of EC Regulation No 1107/2006 and ECAC Doc. No 30, the quality standards for services to PRMs at national airports are defined by ENAC Circular GEN 02B and form an integral part of the Service Charter for airport operators governed by ENAC Circular GEN 06. More specifically, in the Airport Service Charter, the quality standards for the above-mentioned services for PRMs are grouped into the following six 'quality factors' covering relevant

aspects of the service, both objective and subjective:

- a) Efficiency of assistance services;
- b) Personal safety;
- c) Information at the airport;
- d) Communication with passengers;
- e) Airport comfort;
- f) Relational and behavioural aspects.

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

With reference to the 2024-2027 Programme Contract, of which the Quality Plan is an integral part, in compliance with the provisions contained in the ART Model for the Regulation of Airport Rights and in the 'ENAC Guidelines for the proposal and evaluation of quality indicators in Programme Contracts', the following two indicators have been selected for PRM services from 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 contract period and the year preceding the Base Year, have recorded an average traffic of more than 5 million passengers per year, respecting the expected proportion between 'quality delivered' indicators and 'perceived quality' indicators and applying the relevant relative and overall weights to each:

- **“Sub-group Quality indicators relating to PRM assistance services”**, with a total weighting of 20%:

“Sub-group Quality indicators relating to PRM assistance services

No.	ANALYTICAL INDICATORS	Weight	Unit of measurement	2024 targets	2024 result	2025 targets	2026 targets	2027 targets
Subgroup of quality indicators relating to PRM assistance services								
PRM 1	For PRMs departing with advance notification: Waiting time to receive assistance from one of the designated points at the airport, in the case of advance notification	12.50%	Time spent indicated in minutes	5'40"	6'54"	5'35"	5'30"	5'25"
PRM 13	Perception of the professionalism of staff dedicated to providing special assistance to PRMs	7.50	% of passengers satisfied	97.60	100	97.70	97.80	97.90

g. Information on how the PRM service is provided

The PRM service is outsourced to an external company

h. Information on the workforce and the number of full-time employees (FTEs) dedicated to the PRM service and the related cost

The PRM service is outsourced to an external company at an annual cost of £2,919,419.56. The service is provided by the company entrusted with the service (up to 17/18 FTEs per shift for 3 daily shifts, useful as a guide for sizing) and assistance is provided 365 days a year, without interruption, in conjunction with airport operations and with a commitment to provide the service even in the event of early and/or delayed flights and during night-time operations. The following equipment and facilities are made available to the service provider:

- Wheelchairs
- Assistance and pick-up points on the road network near the Terminal with dedicated parking spaces
- IT and communication systems

i. List and number of the main infrastructure and equipment used to provide PRM assistance

See point h.

j. indication of the number and types of annual assistance according to the classification in section 5 (5.2.2) - of doc. 30 ECAC - Part I - 11th edition/December 2009 - Amendment No. 2

Below are summary tables of the assistance provided in 2025 (January-August)

	BLND			WCHR			WCHS			WCHC			DEAF			DPNA		
	booked	not booked		booked	not booked		booked	not booked		booked	not booked		booked	not booked		booked	not booked	
		Pax	carrier		Pax	carrier		Pax	carrier		Pax	carrier		Pax	carrier		Pax	carrier
JAN	150	1	0	1072	10	0	2908	2	0	938	0	0	67	3	0	100	3	0
FEB	111	0	0	640	6	0	2334	4	0	719	0	0	78	1	0	82	0	0
MAR	124	2	0	913	10	0	2797	6	0	856	0	0	76	2	0	91	3	0
APR	187	2	0	1465	5	0	4011	10	0	1273	0	0	55	2	0	140	2	0
MAY	420	2	0	2148	10	0	4400	16	0	1846	0	0	680	2	0	312	5	0
JUN	270	3	0	1761	10	0	2945	3	0	1552	0	0	130	0	0	240	1	0
JUL	173	3	0	2051	9	0	3630	6	0	1726	0	0	229	0	0	284	2	0
AUG	195	0	0	1825	7	0	3586	5	0	1403	0	0	136	0	0	345	4	0
SEPT																		
OCT																		
NOV																		
DEC																		
	1630	13	0	11875	67	0	26611	52	0	10313	0	0	1451	10	0	1594	20	0

Service provided by: **GH PALERMO**

ATT/NE + 12 MAAS JULY - ATT/NE +13 MAAS AUGUST

Key

BLND: visually impaired or blind persons.	WCHC: Completely immobile passengers who are not self-sufficient persons who require total assistance.
WCHR: Passengers who cannot walk long distances but can climb and descend stairs and move independently	DEAF: Passengers with hearing impairments.
WCHS: Passengers who cannot walk long distances and who cannot climb and Descending stairs but independent on board.	DPNA: Passengers with intellectual or Behavioural disabilities.