

# **PRM Service at FCO and CIA**

## **Proposal of charges update for 2024**

Nov. 2023

# ADR's PRM service charges update for 2024: setting the scene

Since 2011, each year ADR presents users with proposal for **PRM charges update**

Financial data shared with users are taken from the annual report of ADR Assistance, a company wholly owned by Aeroporti di Roma, entrusted with the management of the PRM service in Fiumicino and Ciampino airports

The costs that ADR represents to users are entirely derived from ADR Assistance's annual report, in consideration of absence of G&A costs in ADR's PRM charges

Given the prolonged contraction in demand caused by the **health emergency**, also through 2023 management actions to contain costs are not proving sufficient to fully recover service deficit (incurred in 2020-22) at the applied charge level

# ADR's PRM service charges update for 2024: setting the scene

## Fiumicino airport

- ADR has consistently provided users with detailed information on running deficit arising from the health emergency: ADR estimates that by year-end 2023 residual deficit (incurred in 2020-22) to carry forward will amount to € 8.1 mln (down from € 14.4 mln by year-end 2022)
- With the aim of closing on past years' deficit, FCO's PRM charge proposed for 2024 is € 1.53 / pax. Proposed charge is unchanged relative to 2023 (in force since May 2023)
- At the forecast paying pax volume of 21,6 MLN (+ 9% y/y), the proposed charge provides for total recovery of the deficits incurred in 2020-2022

## Ciampino airport

- CIA's PRM charge proposed for 2024 is € 0.29 / pax, in line with the currently applied charge
- As for the deficits recorded in previous years, the proposed charge provides for a minimal residual value to be covered in future years (different from FCO, due to CIA's flat traffic)

# ADR and dedicated co. ADR Assistance



ADR Assistance is a special purpose company fully committed to delivering PRM service quality

# ADR and dedicated co. ADR Assistance

Since 2012 relations between ADR and ADRA («single buyer» parent and service company) are foreseen in a **comprehensive contract** that is predicated on three pillars:

- **Service fees linked to effective costs** – The more demand rises compared to budget forecasts, the more the fee for assistance is reduced on expected economies of scale. A quarterly monitoring is carried out for fee updating
- **Quality bonus/penalty** – Through surveys annually carried out by a third party, the performance of ADR Assistance is evaluated on service quality indicators. Linked to this is a reward mechanism that encourages company performance (+/-0,5% fee increase in over/under-achievement)
- **Staff training program** – Level of service compatible with monitored European standards are pursued via a comprehensive training plan updated at the beginning of each year and constantly verified
- **Interaction with ADR** – ADRA's staff participates in working group of ADR aimed at incorporating PRM needs in infrastructure planning and daily operations

**Clear contractual rules between ADR and ADRA play a significant role in our mission to deliver enhanced quality at an affordable cost**

# Leveraging off ADRA accounts in a clear regulatory environment

**The determination of the PRM charge is based on ADRA's financial statements** - The update of the annual charge proposal for the PRM service is based exclusively on ADRA's costs, **without any consideration for the allocation of ADR's general costs (only small transfer costs)**

- **Completely sterilized annual surplus / deficit** - ADR verifies that any surplus / deficit between revenues and costs of the service is completely sterilized by determining the charge for the following year (see next page)
- **Constant involvement of users** - ADR and users meet regularly (at least twice a year; more frequently on quality monitoring<sup>(1)</sup>) to review costs, define new quality objectives and share suggestions for improving the quality of the service

From parent ADR SpA perspective, revenues are reflective of volumes of PRM paying pax (ipax paying pax + dom transfers), hence the financial impact of COVID induced volumes losses in 2020-2021

**A clear and non-conflictual regulatory context** - In 2019-20 ENAC<sup>(2)</sup> issued two key documents that contributed to the transparency and flexibility of the regulatory context

- I. **On quality indicators:** the concept of applicable KPIs has been expanded; elimination of the mandatory nature of some indicators; increase in the weight of indicators relating to the quality of the service
- II. **On Covid deficit spreading:** due to the extraordinary conditions of the pandemic crisis, which do not allow a rapid recovery of the deficits in 2020 and 2021, ENAC provided for the option of spreading the costs over a longer period.

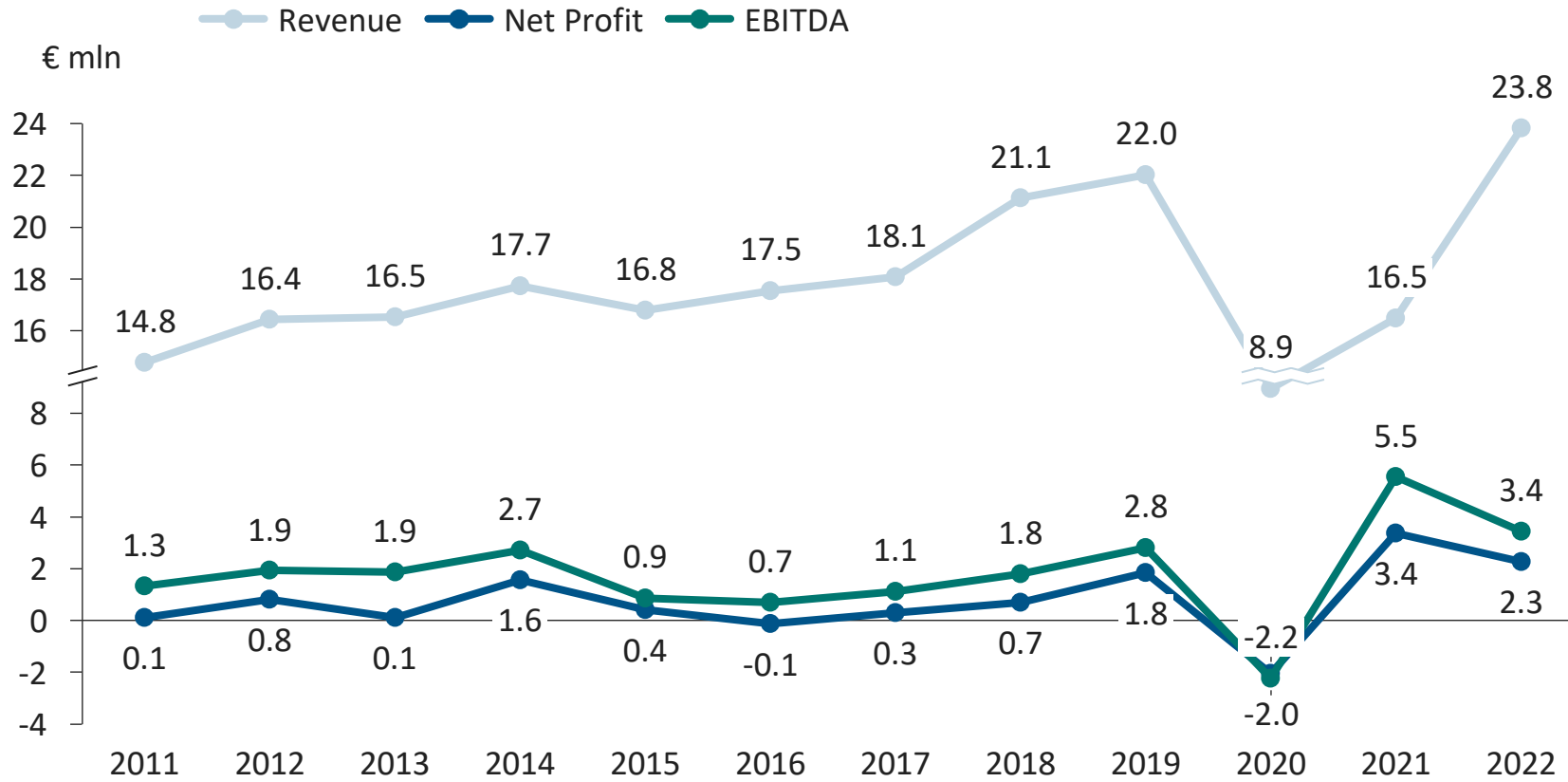
(1) Committee for the quality and regularity of airport services": meets monthly on KPIs that include ADRA trends. Every semester ADR interviews the carriers to monitor satisfaction, a relevant section of the feedback is on the quality of the PRM service and therefore of ADRA.

(2) In charge of settlement of disputes between airport and users on charges updates

# Agenda

|          |                       |          |
|----------|-----------------------|----------|
| <b>1</b> | <b>ADR Assistance</b> | <b>8</b> |
| <b>2</b> | 2024 proposal         | 19       |
| <b>3</b> | Other info            | 29       |

# ADR Assistance (1/4) : Key figures

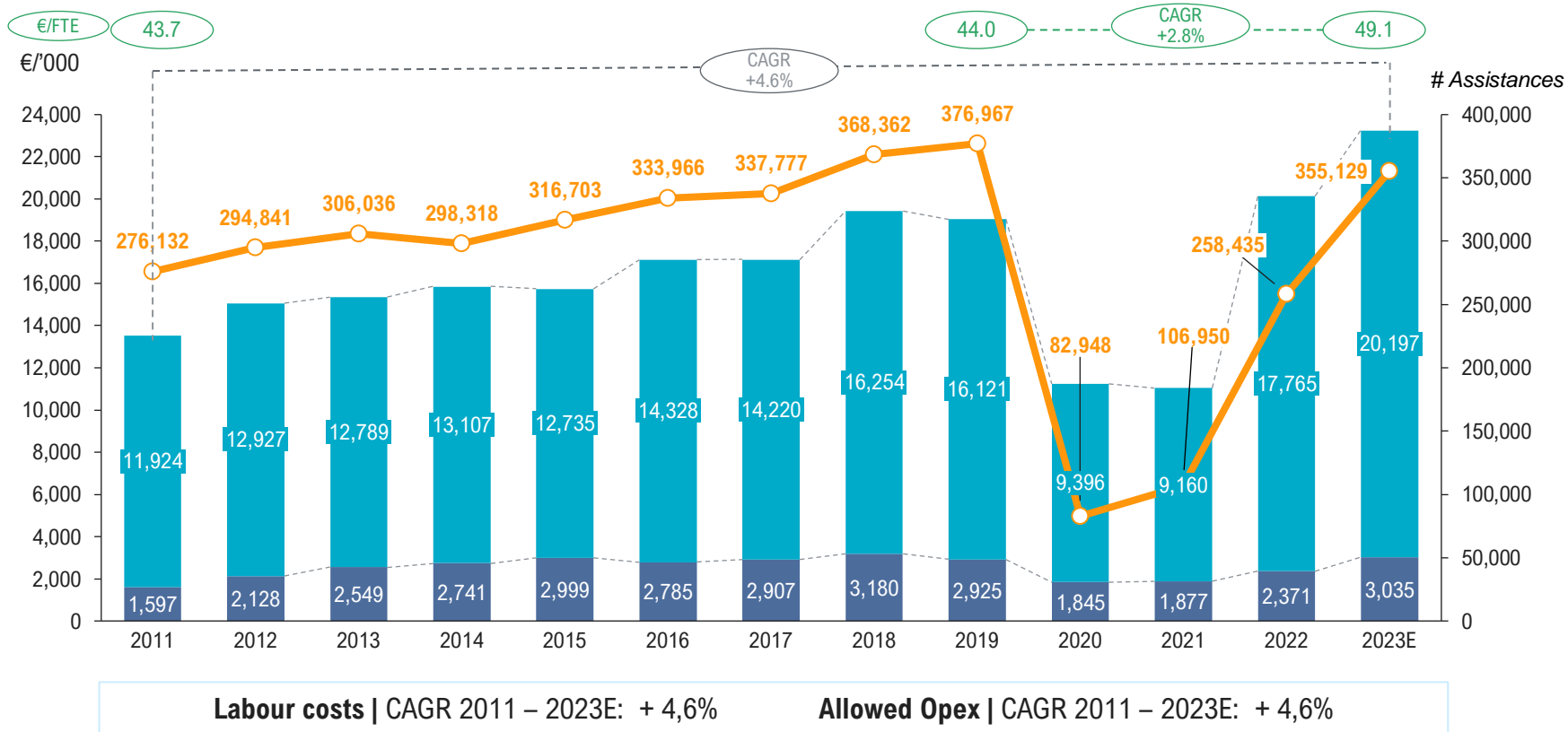


ADRA's EBITDA and Net Profit show **significant consistency** (pre-Covid) tied to the service contract with parent ADR



# ADR Assistance (2/4) : Cost, staff, assistances<sup>(1)</sup> | 2011 - 2023

ADRA – Operating Cost 2011-2023E (SYS)



ADR Assistance (ADRA) is a **100% owned by ADR service company** that was set up at the onset of PRM regulation (2008)

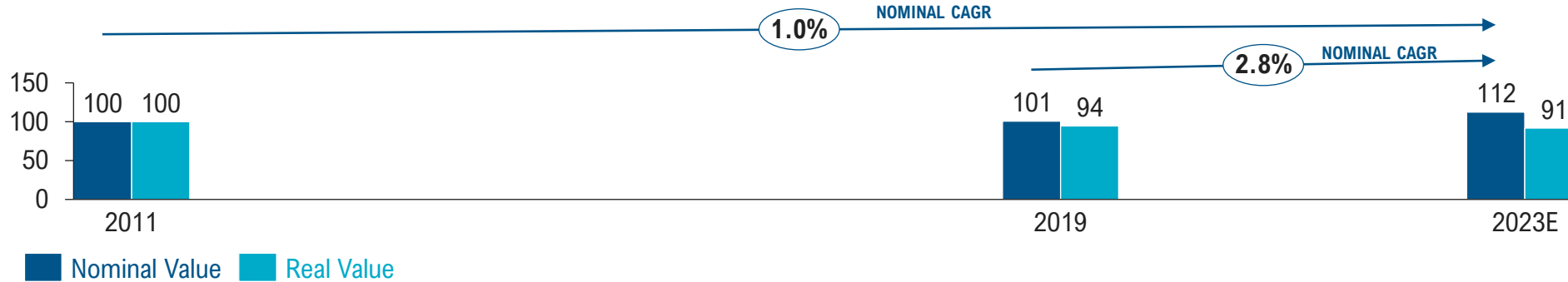
**A dedicated service company**, since its start ADRA has solely served the purpose of providing trained staff for assisting PRM needs and delivering PRM quality at an affordable cost

— #Assistances    ■ Cost of labour <sup>(2)</sup>    ■ Other allowed Opex

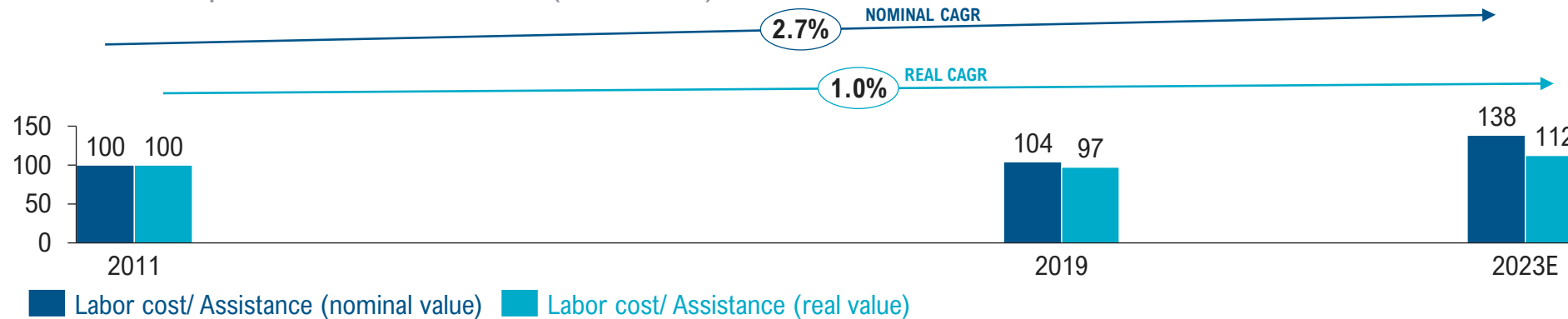
(1) FCO + CIA  
 (2) including IRAP and minor others

# ADR Assistance (3/4) : Unit labour cost

Unit Labour cost evolution in ADRA (2011=100)



Labour cost per assistance in ADRA (2011=100)



For historical series in real values (net of inflation) we have deflated nominal values by ISTAT's «Indice dei prezzi al consumo per famiglie operai e impiegati» (CPI official hist. series excl. tobacco)<sup>(1)</sup>

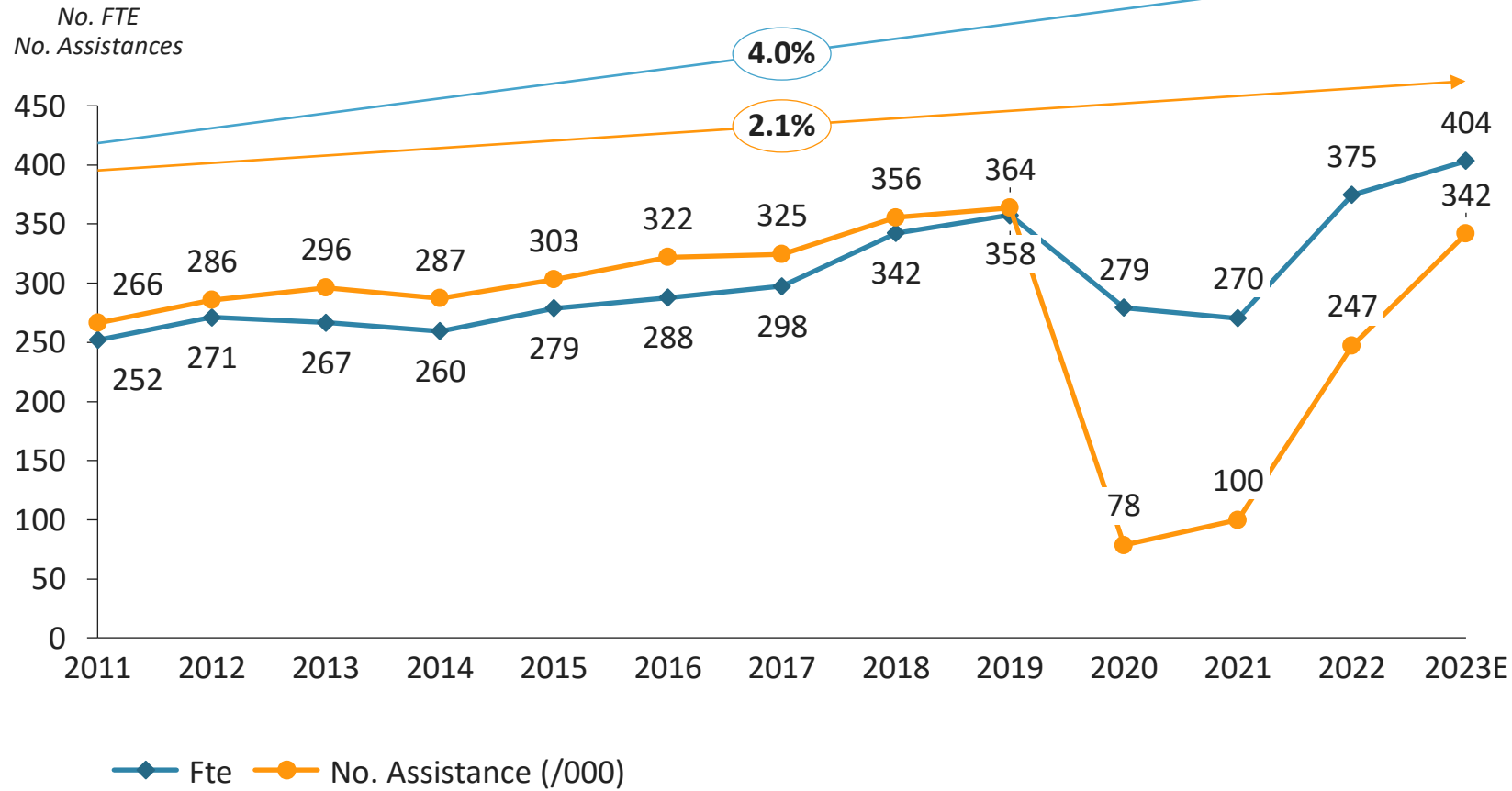
Since 2011, assistances have risen at a slower pace relative to FTEs, but **it is necessary to emphasize the increase in walking distances deriving from re-planning and expansion of over 2/3 of terminal space**

- The graph above shows evolution of unit labour cost that ADRA kept within a very low CAGR in period (1% net inflation) in spite of collective national contract reviews<sup>(2)</sup>
- Labour cost per assistance (graph below) rises by a higher 2.7% CAGR (1% real) in the wake of higher staff level to keep up quality standards

(1) <https://rivaluta.istat.it/Rivaluta/>

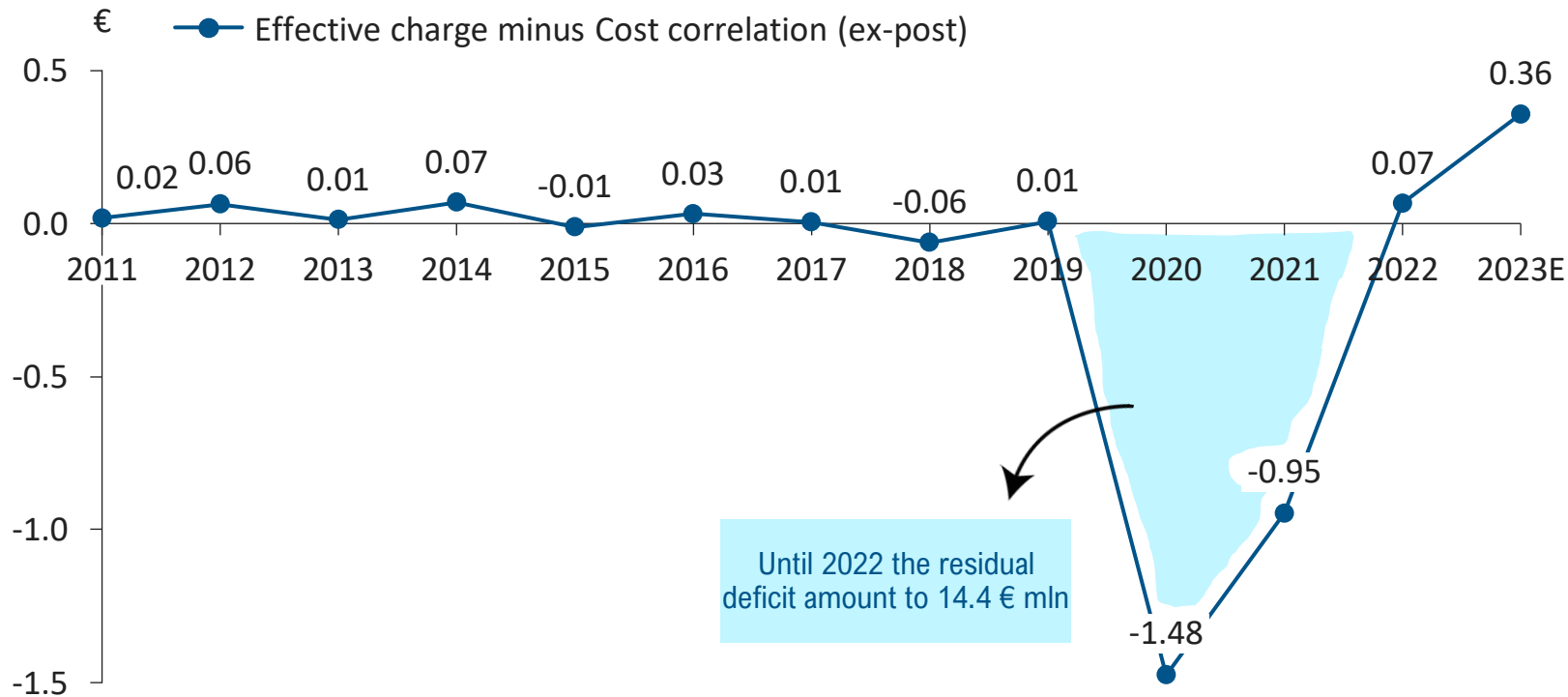
(2) the evolution of the minimum "national contract" salary (CCNL) as a blend of two most representative employee levels (6th level and 8th level) would have brought about evidence of a significantly higher pay rise

# ADR Assistance (4/4) : Assistances and FTEs (FCO)



In 2011-2023 (on pre-close est.), ADRA staff in FCO (FTE) has grown by 4% CAGR in the wake of a p.a. rise in assistances by 2.8% with the aim of continuing to deliver top-level quality of service

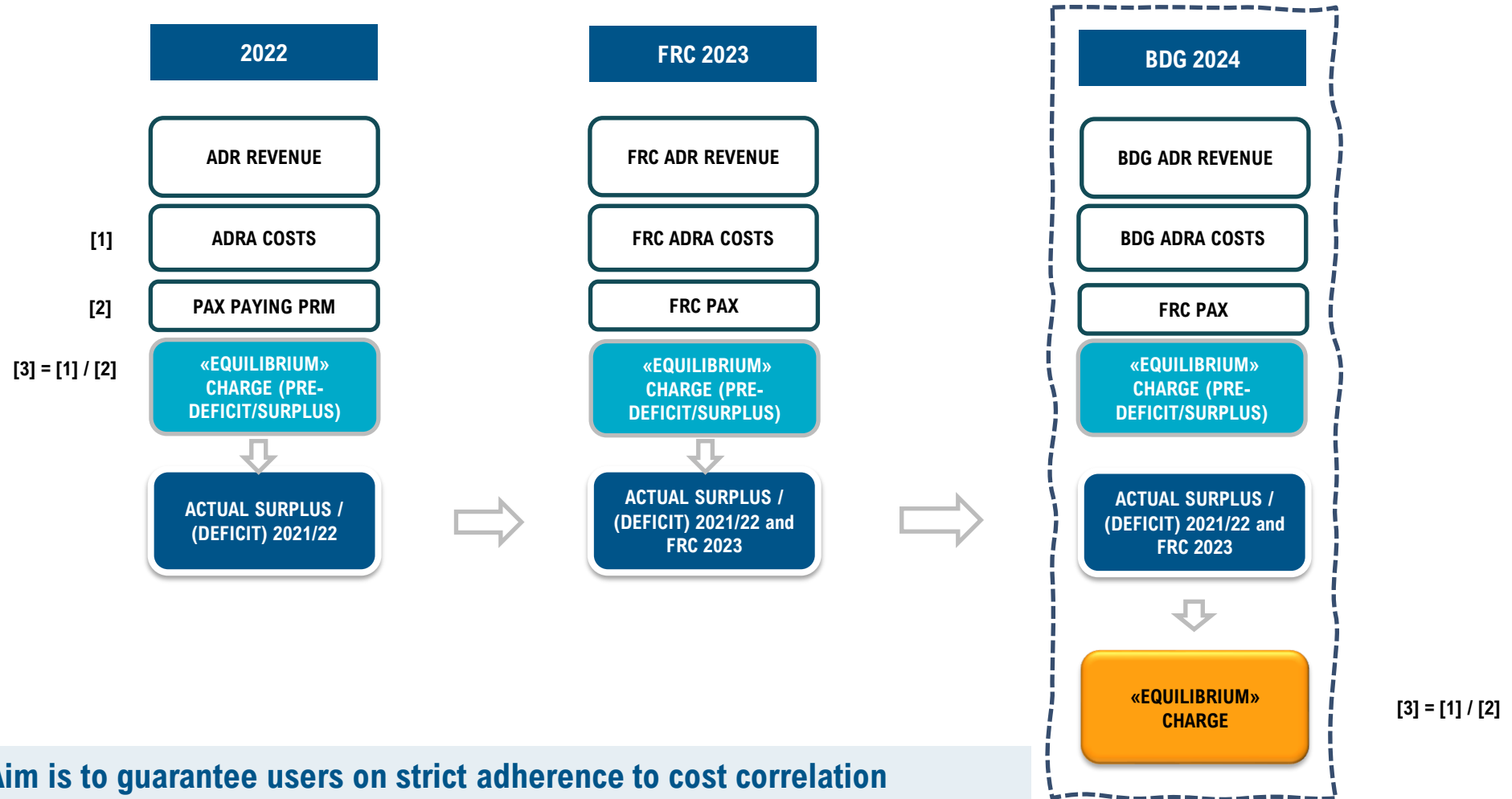
# PRM service charge FCO: a view from ADR SPA perspective



Historically (2010-2019) **spreads between applied charges and «equilibrium charges»** (unit cost correlation) have moved not meaningful. A feature dramatically altered by outbreak of COVID

ADR estimates that by year-end 2023 residual COVID-linked deficit **to carry forward will amount to 8.1 € mln**. Keeping the same charge for 2024 (€ 1.53) the deficit is expected to be fully recovered

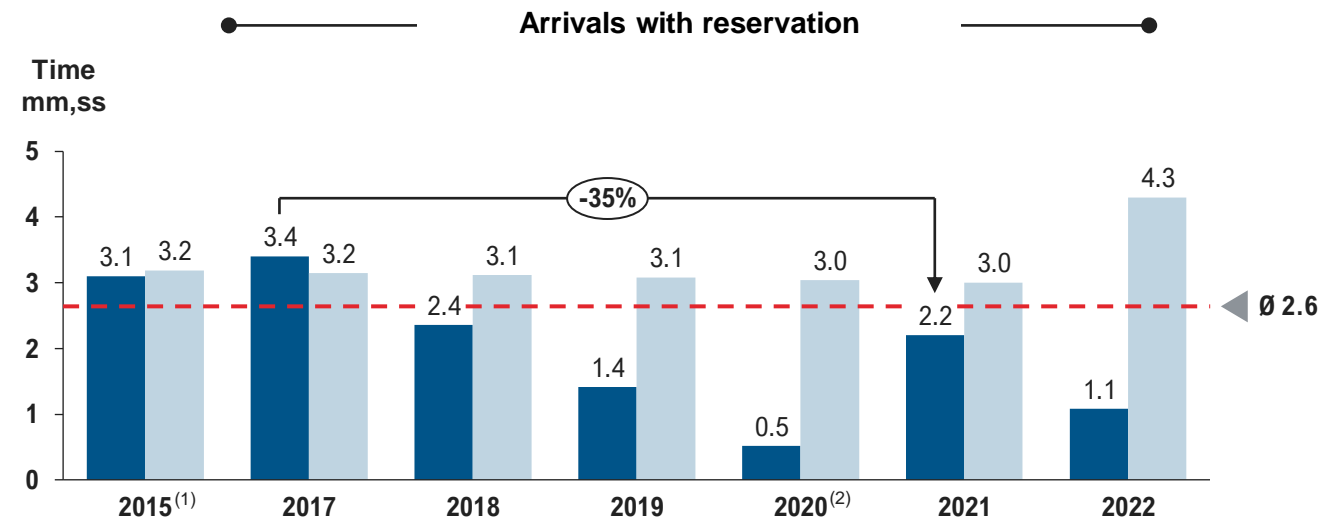
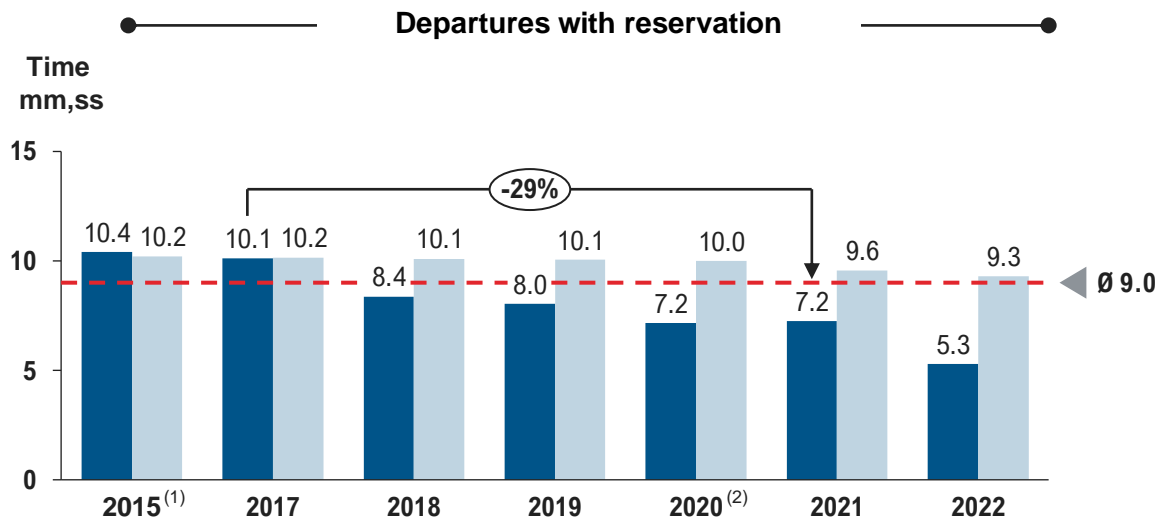
# PRM charge setting process: annually adjusted to reflect costs



# Quality KPIs at FCO airport consistently better than target (1/2)

PRM's operational performance at FCO

## Assistance waiting times (90% of cases)



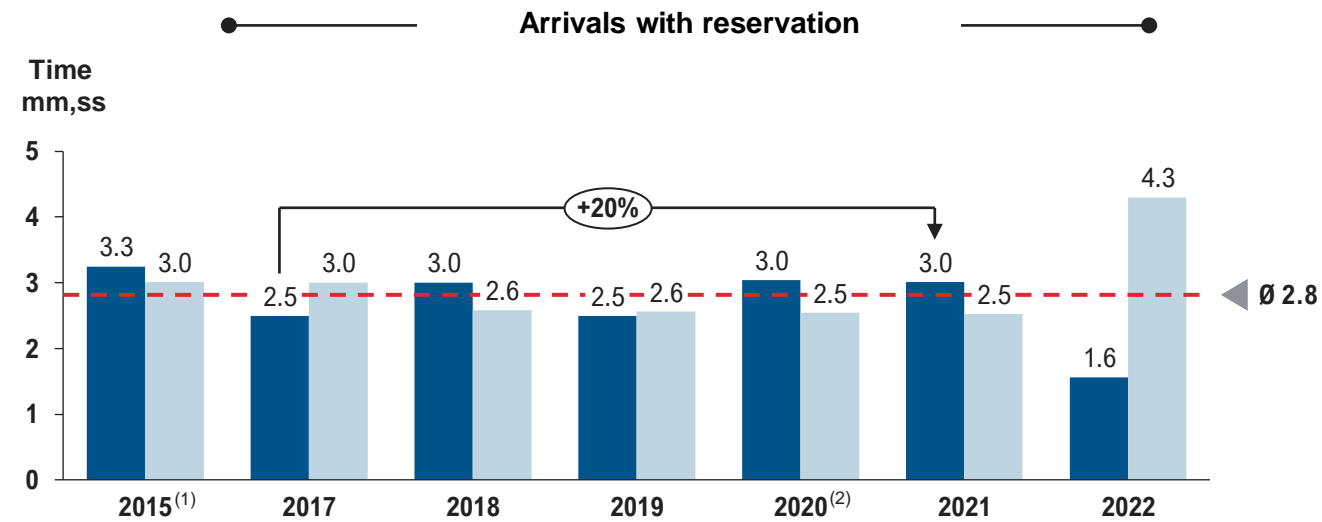
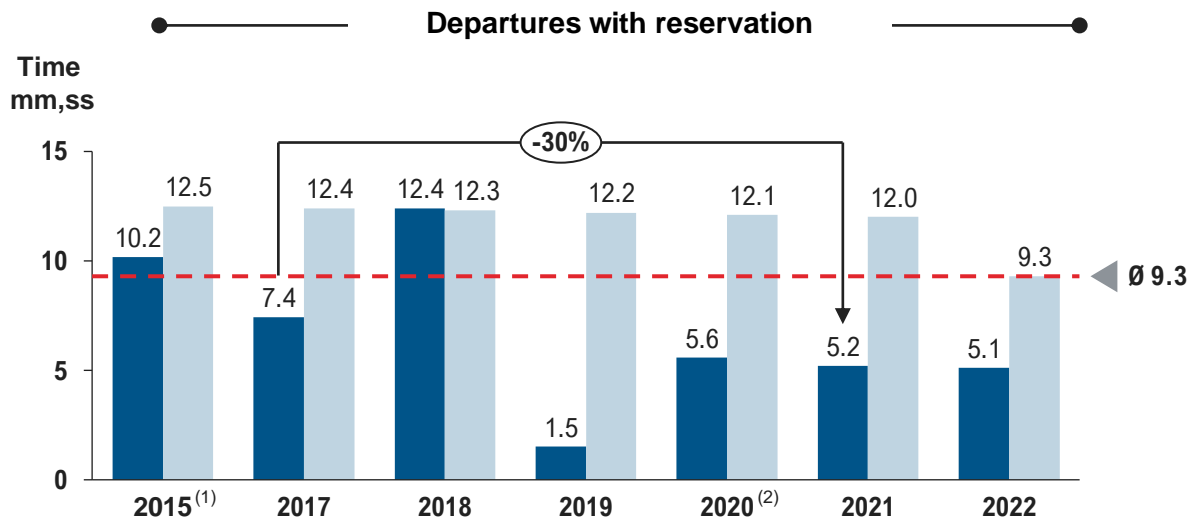
■ Performance ■ ERA Target - - - Service charter

(1) 2015 excluding period from 7 May to 30 September due to fire; (2) Monitoring suspended on COVID (March 2020) and partially re-activated (July 2020) only for FCO

# Quality KPIs at CIA airport consistently better than target (2/2)

PRM's operational performance at CIA

## Assistance waiting times (90% of cases)



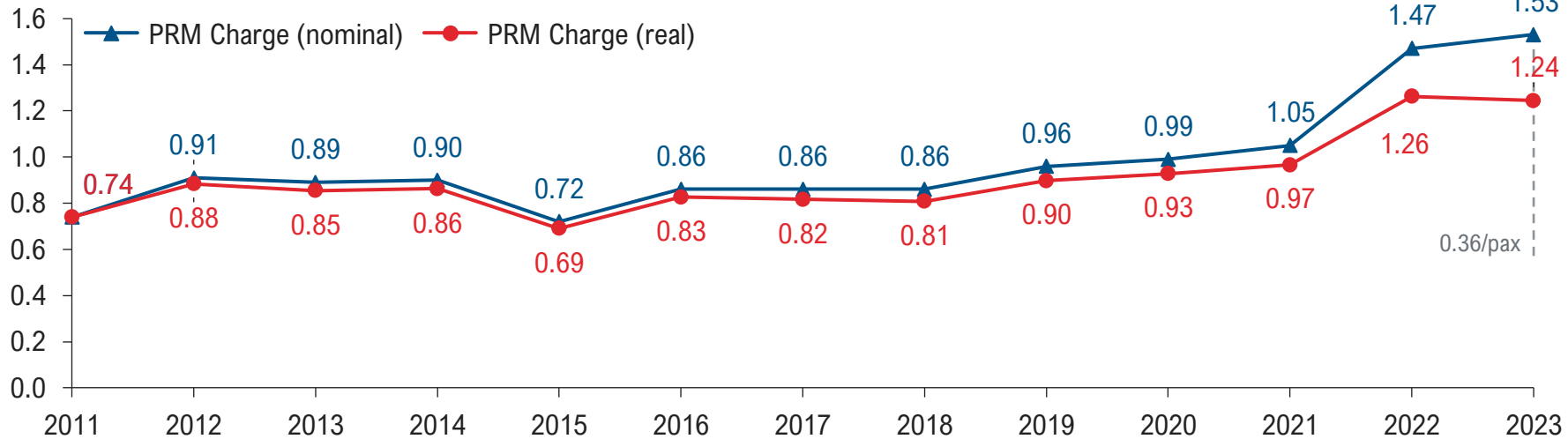
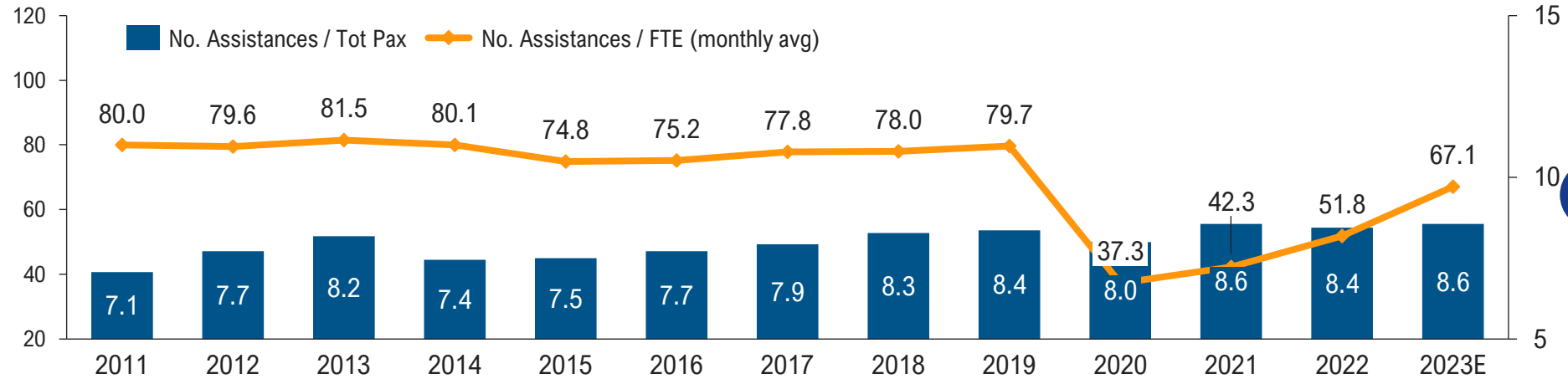
■ Performance ■ ERA Target - - - Service charter

(1) 2015 excluding period from 7 May to 30 September due to fire; (2) Monitoring suspended on COVID (March 2020) and partially re-activated (July 2020) only for FCO

# PRM indicators (FCO): productivity and charges

Assistance / FTE

Assistance / pax (/000)



Post - COVID, labour productivity has strongly risen while **PRM inflows have massively intensified**

Service charge essentially **flat in real terms in 2012-2021**. Rising in 2022 to include Covid losses recovery allowance (worth 0.36/pax in 2023)

(\*): F.O.I. Consumer prices - excluding tobacco

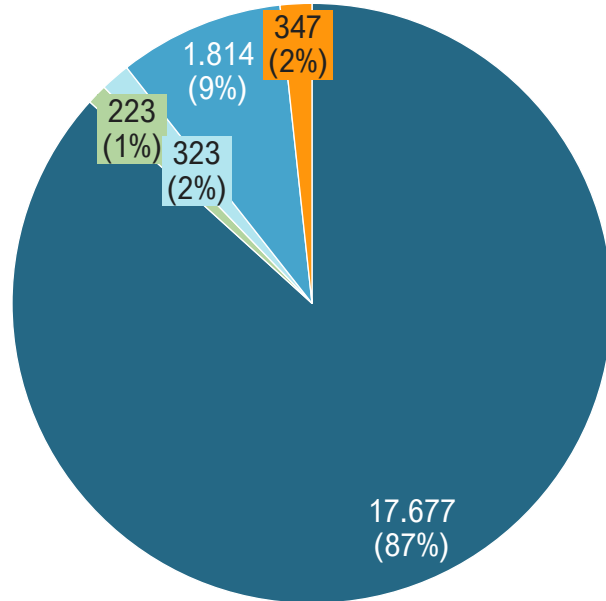


# PRM Service | ADR Assistance: 2022 Annual Report

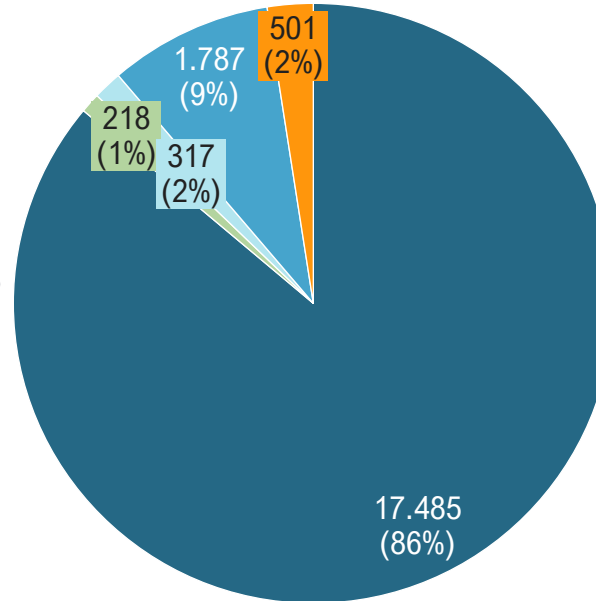
- From ADRA's 2022 annual report, operating costs and depreciation **amount to € 20.4 million – ex post (€ 17.7 mln + 2.4 mln + 0.35 mln)**
- Allowed costs (ex. REM, ex. Recovery allowance) for 2022 (on actual figures) are only slightly different at € 20,7 million (€ 20,3 for FCO; € 0,43 million for CIA) due to depreciation revaluation and minor others

■ Cost of labour<sup>(1)</sup>
■ Utilities
 ■ Maintenance
 ■ Other Opex
 ■ Depreciation

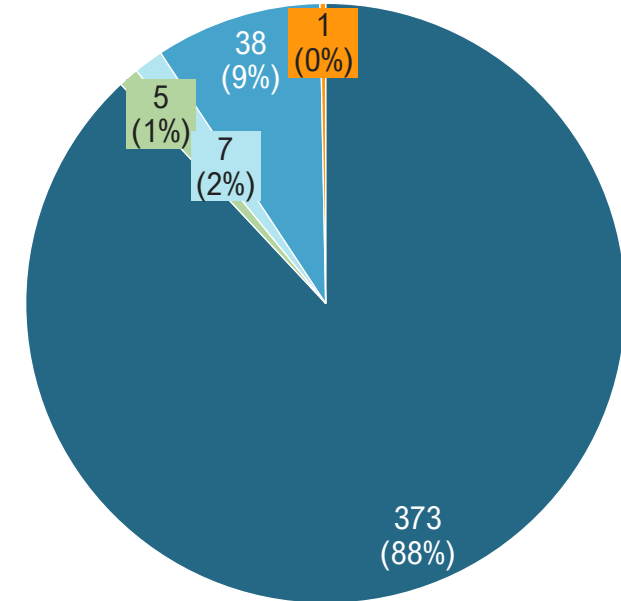
**Opex and depreciation from P&L 2022**



**FCO 2022 – Allowed Cost – ex post**



**CIA 2022 – Allowed Cost – ex post**



**Total**

**20,384**

**20,307**

**424**

(1) excluding recovery of personnel costs and including IRAP

# Agenda

|   |                      |           |
|---|----------------------|-----------|
| 1 | ADR Assistance       | 8         |
| 2 | <b>2024 proposal</b> | <b>19</b> |
| 3 | Other info           | 29        |

# Charge proposal – Cost correlation

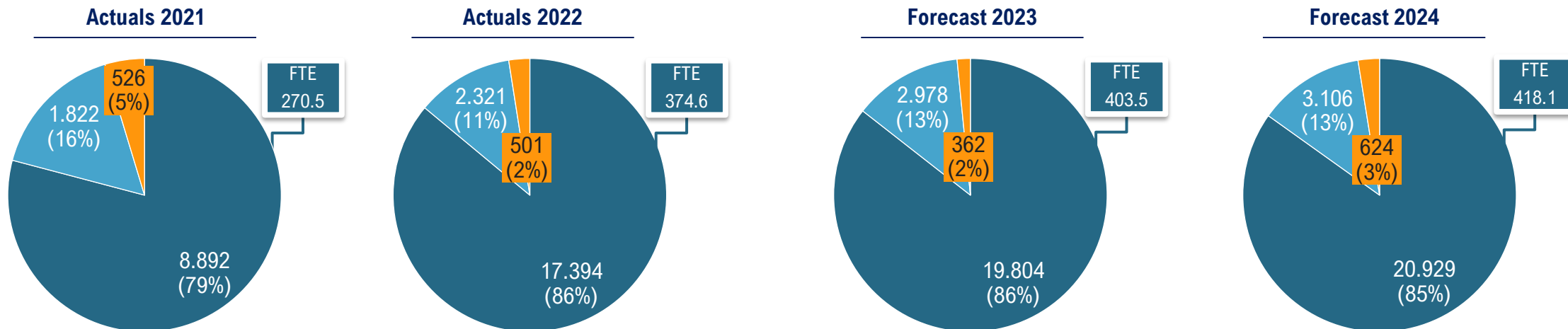
- The cost-revenue correlation principle, as established by ENAC<sup>(1)</sup>, allows ADR to adjust “equilibrium charge” to recover deficit/ return surplus of previous years
- For FCO and CIA “equilibrium charge for 2024 (full year)” would be equal, respectively, to € 1.15 and € 0.24 /pax<sup>(2)</sup>
- Given 2023 pre-closing and 2024 cost outlook:
  - FCO “proposed 2024 charge” is equal to € 1.53 /pax (allowing for full recovery - running costs and deficit - in the same year)
  - CIA “proposed 2024 charge” is equal to € 0.29 /pax (allowing for full recovery of running costs and partial recovery of deficit)

(1) ENAC - Guidelines 2018/001 Ed. 1 of 9/8/2018 relating to the " Modalità per la definizione del corrispettivo PRM e procedura di consultazione tra Gestore e Utenti"

(2) Paying pax charge represented assumes the theoretical updating from 1 January of each year, equilibrium, indicates revenue=allowed costs excl. "recovery" of past years deficit

# FCO 2021-2024: Cost correlation

■ Cost of labour/IRAP ■ Other Operating Cost ■ Depreciation



Total cost (€'000):

**A** 11,240      20,216      23,144      24,659

Return on capital (€'000)<sup>(1)</sup>

**B** 148      77      52      179

Total allowed costs (pre-adjustments from previous years) (€ /'000)

**C** 11,388      20,293      23,196      24,838

Paying Passengers (/'000):

**D** 5,702      14,454      19,790      21,652

**E=C/D<sup>(2)</sup>**

1.99<sup>(3)</sup>

1.40

1.17

1.15

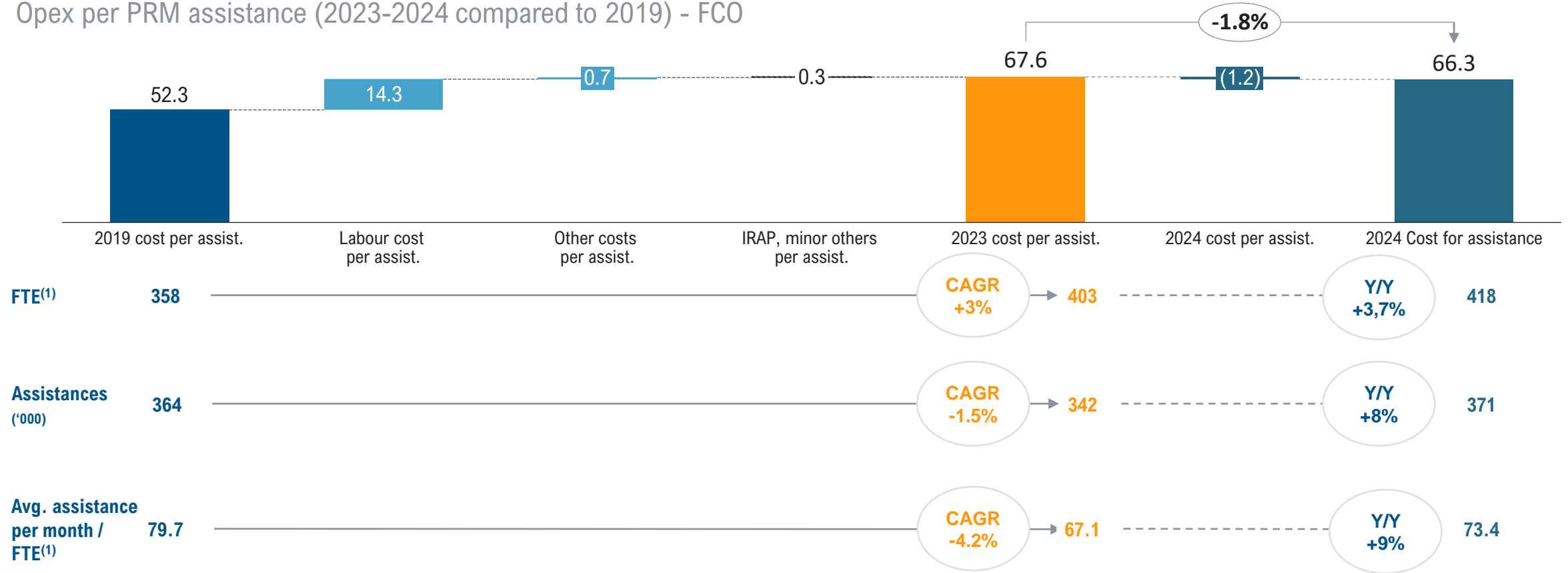
(1) Return on invested capital subject to regulation outcome for the period 2017-2021;

(2) Equilibrium charge for period 1 January – 31 December;

(3) 1,99 per pax does not include € 7.18 million (additional € 1.26 per pax) for deficit recorded in 2020

# Cost to assistance ratio | 2023 and 2024 compared to 2019

Opex per PRM assistance (2023-2024 compared to 2019) - FCO



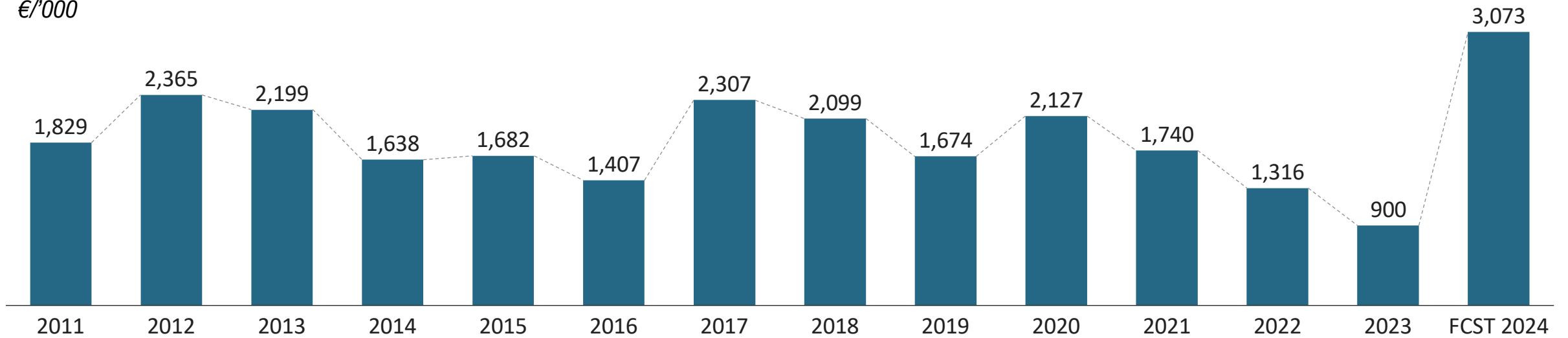
- 2024 Opex per PRM assist. at FCO is expected to decline by 11% on economies of scale as pax volumes return close to pre-COVID level, although +3.7% rise in FTE and higher unit cost of labour in the wake of national contract review will bring about 1.1 € mln of higher costs (see previous page)
- This is a mere +5% CAGR relative to 2019 opex per PRM assist. ratio in the wake of +3% rise in unit labour cost (inflation, update to national contract)

(1) In 2019 FTEs do not include impact of infrastructure evolution and different Air carrier allocation on terminals.

# ADR Assistance | FCO RAB 2011-2024E

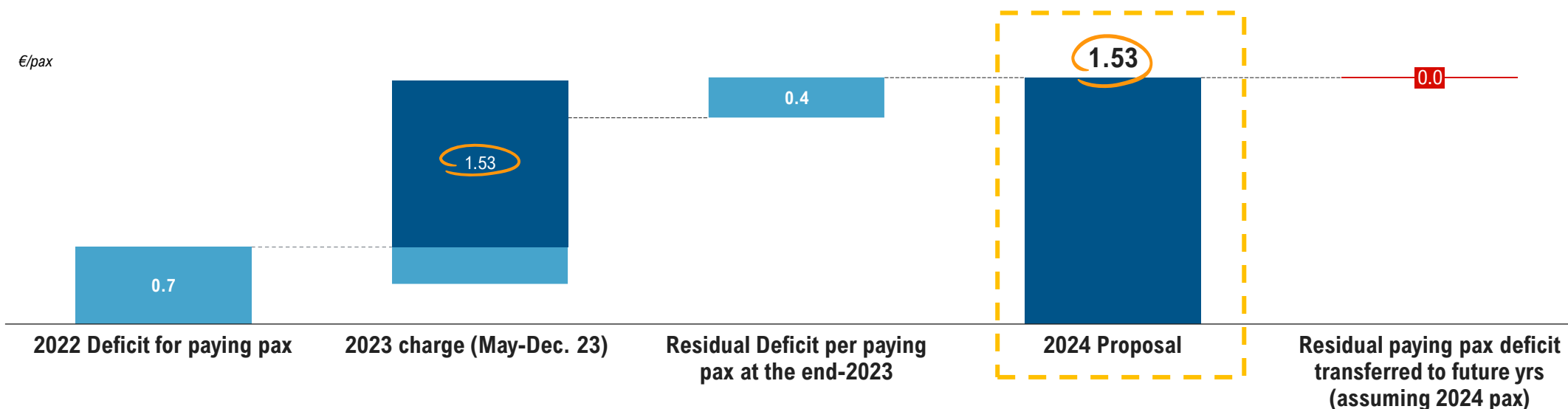
(Begin of year value)

€/000



- In 2023 ADRA invested € ~3 mln at FCO mostly in new wheelchairs, motor chairs ambulifts and minivans for the transport of pax with reduced mobility pushing RAB (BOY 2024) higher to € 3.1 mln
- As seen in previous page, remuneration of RAB accounts for a small fraction (1%) of total allowed costs to FCO's PRM, with depreciation adding an extra 2% of total

# FCO 2024 – Charge proposal



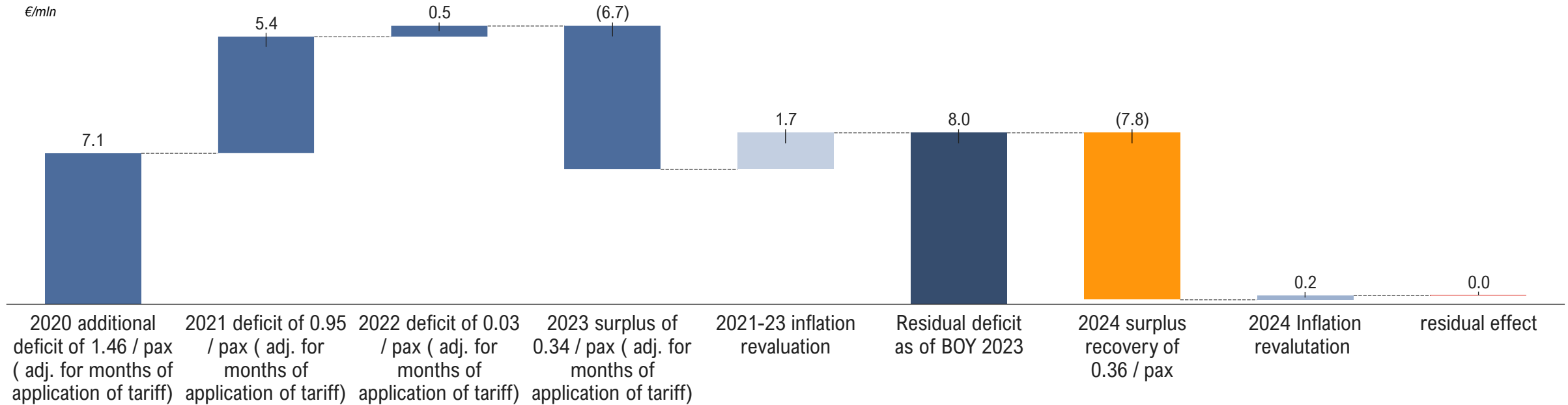
|                                 | <i>FIUMICINO DEFICIT (€'000)</i>            | 2020 (Act) | 2021 (act)  | 2022 (act)  | 2023 (fcst)           | 2024 (fcst)  |
|---------------------------------|---|------------|-------------|-------------|-----------------------|--------------|
| (a)                             | Same yr Deficit/(Surplus)                   | 7.1        | 5.4         | 0.5         | (6.7)                 | (8.2)        |
| (b)= (c(yr-1))*(1+(g(same yr))) | Inflation revaluation <sup>(1)</sup>        | 0.0        | 0.0         | 0.9         | 0.8                   | 0.2          |
| (c)=(c(yr-1))+c(same yr))       | Progressive Deficit/(Surplus)               | <b>7.1</b> | <b>12.5</b> | <b>13.9</b> | <b>8.0</b>            | <b>(0.0)</b> |
| (d)                             | Paying pax                                  | 4.814      | 5.702       | 14.454      | 19.790 <sup>(3)</sup> | 21.652       |
| (e)=(a)/(d)                     | Same year per paying pax <sup>(2)</sup>     | 1.46       | 0.95        | 0.03        | (0.34)                | (0.38)       |
| (f)=(c)/(d)                     | Cumulative per paying pax <sup>(2)</sup>    | 1.46       | 2.19        | 0.96        | 0.40                  | (0.00)       |
| (g)                             | Planned inflation rate (TPI) <sup>(1)</sup> |            | 0.5%        | 7.1%        | 5.6%                  | 2.3%         |

(1) link: [https://www.dt.mef.gov.it/en/attivita\\_istituzionali/analisi\\_programmazione\\_economico\\_finanziaria/inflaz\\_programmata/index.html](https://www.dt.mef.gov.it/en/attivita_istituzionali/analisi_programmazione_economico_finanziaria/inflaz_programmata/index.html)

(2) on effective months of applied charges, on pax volumes of ea. Years

(3) ENAC's ruling with CE n. 1107/2006 has closed consultation on 2023 charge update by determining a charge 1.53€/pax predicated on paying pax forecast in 2023 of 18,7 mln

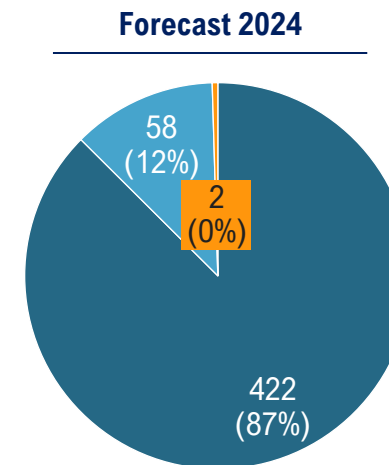
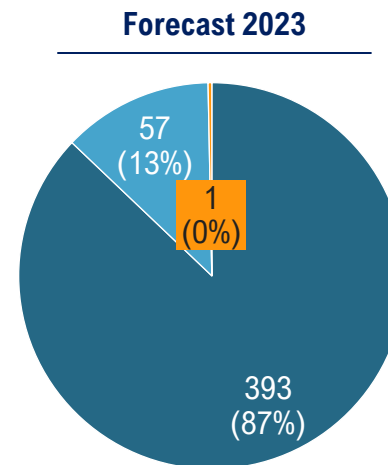
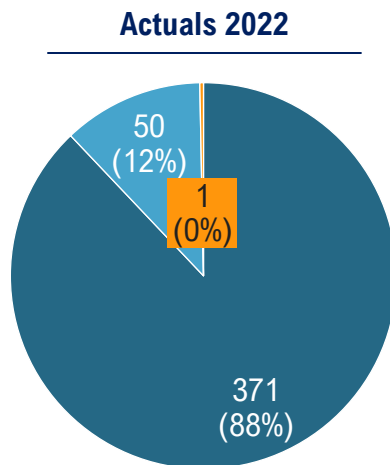
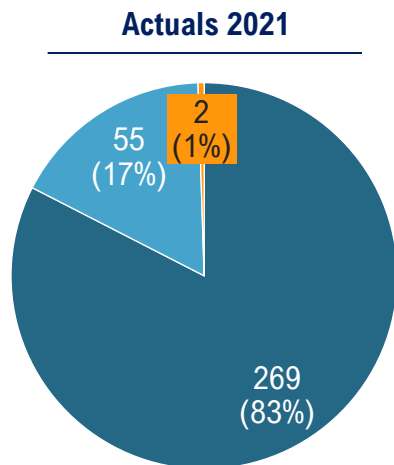
# FCO 2024 – Deficit recovery (including proposed 2024 charge)





# CIA 2021-2024: Cost correlation

■ Cost of labour/IRAP ■ Other Operating Cost ■ Depreciation



Total cost (€'000):

**A** 324 422 451 482

Return on capital (€'000)<sup>(1)</sup>

**B** 0.69 0.40 0.35 0.69

Total allowed costs (pre-adjustments from previous years) (€ /'000)

**C** 325 423 451 483

Paying Passengers (/'000):

**D** 1,141 1,734 1,920 2,023

**E=C/D<sup>(2)</sup>**

0.28<sup>(3)</sup>

0.24

0.23

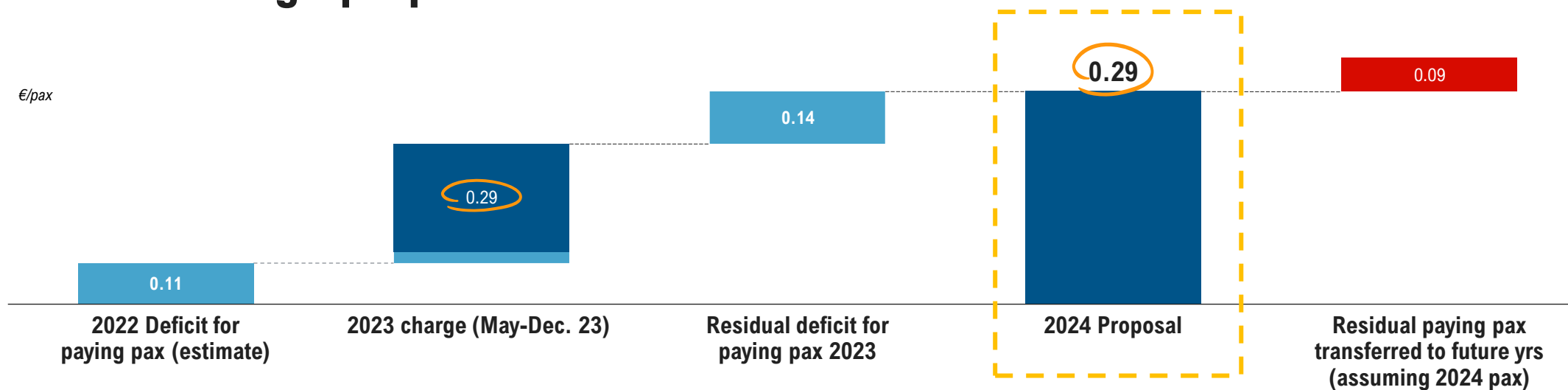
0.24

(1) Return on invested capital subject to regulation outcome for the period 2017-2021;

(2) Equilibrium charge for period 1 January – 31 December;

(3) 1,99 per pax does not include € 7.18 million (additional € 1.26 per pax) for deficit recorded in 2020

# CIA 2024 – Charge proposal



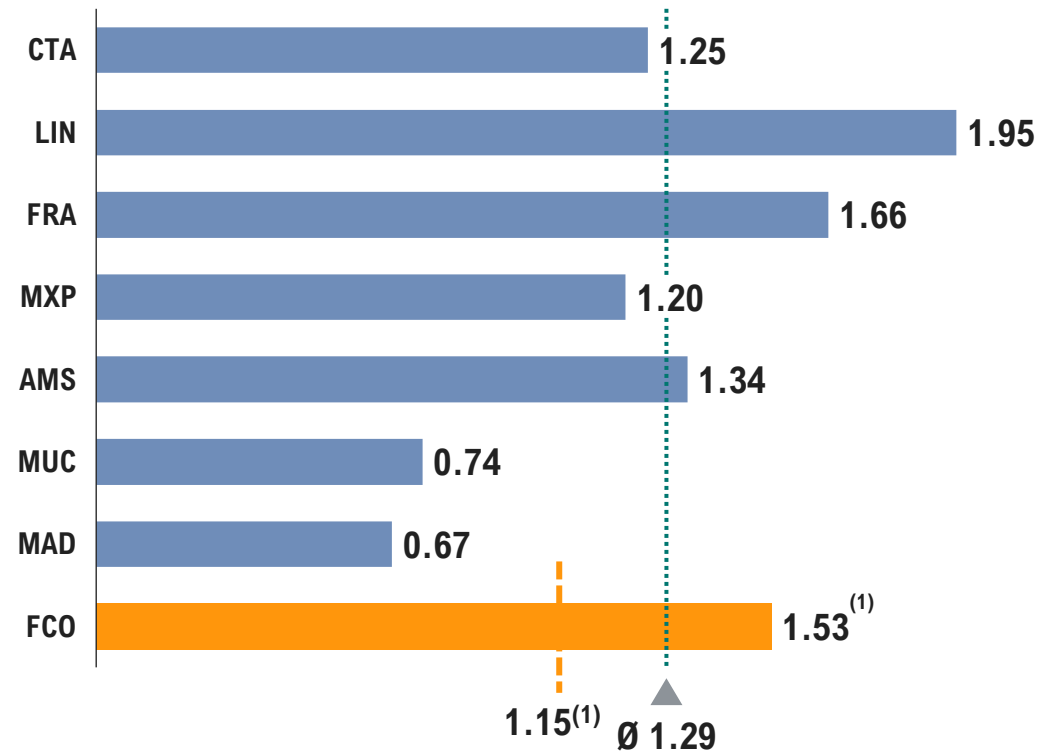
|  | 2020 (Act) | 2021 (act) | 2022 (act) | 2023 (fcst) | 2024 (fcst) |
|--|------------|------------|------------|-------------|-------------|
| <b>CIAMPINO DEFICIT (€'mln)</b>                      |            |            |            |             |             |
| (a) Same yr Deficit/(Surplus)                        | 0.1        | 0.1        | (0.0)      | 0.0         | (0.1)       |
| (b)= (c(yr-1))*(1+(g(same yr)))                      | 0.0        | 0.0        | 0.0        | 0.0         | 0.0         |
| (c)=(c(yr-1))+c(same yr))                            | <b>0.1</b> | <b>0.2</b> | <b>0.2</b> | <b>0.3</b>  | <b>0.2</b>  |
| (d) Paying pax                                       | 0.812      | 1.141      | 1.734      | 1.920       | 2.023       |
| (e)=(a)/(d) Same year per paying pax <sup>(2)</sup>  | 0.15       | 0.10       | (0.01)     | 0.02        | (0.05)      |
| (f)=(c)/(d) Cumulative per paying pax <sup>(2)</sup> | 0.15       | 0.20       | 0.13       | 0.14        | 0.09        |
| (g) Planned inflation rate (TPI) <sup>(1)</sup>      |            | 0.5%       | 7.1%       | 5.6%        | 2.3%        |

(1) link:[https://www.dt.mef.gov.it/en/attivita\\_istituzionali/analisi\\_programmazione\\_economico\\_finanziaria/inflaz\\_programmata/index.html](https://www.dt.mef.gov.it/en/attivita_istituzionali/analisi_programmazione_economico_finanziaria/inflaz_programmata/index.html)

(2) on effective months of applied charges, on pax volumes of ea. years

# PRM charges | 2023 benchmark

PRM charges in 2023 at peer airports (€ pax)



(1) Equilibrium unit revenue (excl. recovery) = 1.15 € /pax

# Agenda

|   |                   |           |
|---|-------------------|-----------|
| 1 | ADR Assistance    | 8         |
| 2 | 2024 proposal     | 20        |
| 3 | <b>Other info</b> | <b>29</b> |

# FCO 2019-2024: Nature of cost and other info

| FIUMICINO                                     |               |               |               |               |               |               |
|---|---------------|---------------|---------------|---------------|---------------|---------------|
| (€.000)                                       | ACT 2019      | ACT 2020      | ACT 2021      | ACT 2022      | FRC 2023      | FRC 2024      |
| Personnel costs/IRAP                          | 15,727        | 9,183         | 8,892         | 17,394        | 19,804        | 20,929        |
| Other Operating Costs                         | 2,853         | 1,799         | 1,822         | 2,321         | 2,978         | 3,106         |
| Amortization                                  | 440           | 571           | 526           | 501           | 362           | 624           |
| Cost of capital                               | 143           | 187           | 148           | 77            | 52            | 179           |
| <b>Total</b>                                  | <b>19,163</b> | <b>11,740</b> | <b>11,388</b> | <b>20,292</b> | <b>23,196</b> | <b>24,838</b> |
| Total Paying Pax (/000)                       | 21,493        | 4,814         | 5,702         | 14,454        | 19,790        | 21,652        |
| Total passengers (/000)                       | 43,533        | 9,831         | 11,663        | 29,361        | 40,068        | 43,975        |
| Assistances                                   | 363,729       | 78,498        | 99,726        | 247,584       | 342,638       | 371,787       |
| PRM Index/1000 pax                            | 8.4           | 8.0           | 8.6           | 8.4           | 8.6           | 8.5           |
| FTEs (*)                                      | 357.6         | 279.3         | 270.5         | 374.6         | 403.5         | 418.1         |
| FTEs "full HR"                                | 380.1         | 282.2         | 270.7         | 394.7         | 425.8         | 443.2         |
| Assistances / FTE "full HR" (monthly average) | 79.7          | 23.2          | 30.7          | 52.3          | 67.1          | 69.9          |

(\*) for 2024 charge update effective on **May 15**

# CIA 2019-2024: Nature of cost and other info

| CIAMPINO                                      |            |            |            |            |            |            |
|---|------------|------------|------------|------------|------------|------------|
| (€.000)                                       | ACT 2019   | ACT 2020   | ACT 2021   | ACT 2022   | FRC 2023   | FRC 2024   |
| Personnel costs/IRAP                          | 212        | 212        | 268        | 371        | 393        | 422        |
| Other Operating Costs                         | 45         | 45         | 55         | 50         | 57         | 58         |
| Amortization                                  | 1          | 1          | 2          | 1          | 1          | 2          |
| Cost of capital                               | 0          | 0          | 1          | 0          | 0          | 1          |
| <b>Total</b>                                  | <b>259</b> | <b>259</b> | <b>325</b> | <b>423</b> | <b>451</b> | <b>483</b> |
| Total Paying Pax (/000)                       | 2,917      | 812        | 1,141      | 1,734      | 1,920      | 2,023      |
| Total passengers (/000)                       | 5,879      | 1,621      | 2,326      | 3,476      | 3,850      | 4,085      |
| Assistances                                   | 13,238     | 4,450      | 7,224      | 10,851     | 12,491     | 13,276     |
| PRM Index/1000 pax                            | 2.3        | 2.7        | 3.1        | 3.1        | 3.2        | 3.2        |
| FTEs (*)                                      | 9.0        | 9.0        | 8.1        | 8.0        | 8.0        | 8.0        |
| FTEs "full HR"                                | 11.2       | 9.4        | 8.1        | 8.1        | 8.2        | 8.2        |
| Assistances / FTE "full HR" (monthly average) | 98.4       | 39.4       | 74.4       | 111.7      | 127.5      | 134.9      |

(\*) for 2024 charge update effective on **May 15**

# ADR Assistance: reclassification ITA GAAP/allowed costs (2022A)

(Values expressed in € '000)

| Statutory Summary   | 2022          | Management Detail                 | Income statement 2022 (a) |
|---|---------------|-----------------------------------|---------------------------|
| 6. For Raw Materials, Subsidiaries, Consumables and Goods | 367           | Personnel costs(2)                | 17,677                    |
| 7. For Services   | 2,458         | Recovery of personnel costs (3)   | 0                         |
| 8. For Use of third party assets                          | 336           | IRAP                              | 0                         |
| 9. For Staff  | 16,828        | Consumables                       | 356                       |
| 10. Depreciation, amortization and write-downs            | 347           | Ordinary maintenance              | 323                       |
| 12. Provisions for risks and charges                      | -             | Cleaning                          | 74                        |
| 14. Other operating expenses                              | 48            | Utilities and Heating             | 223                       |
|   |               | Provisions (4)                    | 0                         |
|   |               | Services from third parties       | 839                       |
|   |               | Professional Consultancy/Services | 58                        |
|   |               | Rentals/Fees/Leases               | 336                       |
|   |               | Insurance companies               | 65                        |
|   |               | General Expenses                  | 86                        |
|   |               | Depreciation (5)                  | 347                       |
| <b>Total Production Costs</b>                             | <b>20,384</b> | <b>Total costs</b>                | <b>20,384</b>             |

| 2021         | Determination of IRAP                                   |
|--------------|---|
| 16,828       | Production Costs - B.9 - For Personnel                  |
| (11,893)     | Personnel costs that are non-deductible for IRAP        |
| <b>4,935</b> | <b>Personnel costs that are non-deductible for IRAP</b> |
| 4.82%        | IRAP tax rate (2020: negative taxable)                  |

| Allowed Costs |               |            |   |
|---------------|---------------|------------|---|
| System (b)    | FCO           | CIA        | CHANGE compared to the income statement (c=b-a) (1) |
| 17,620        | 17,252        | 368        | (57)  |
| (93)          | (91)          | (2)        | (93)  |
| 238           | 233           | 5          | 238   |
| 355           | 347           | 7          | (1)   |
| 323           | 317           | 7          | (0)   |
| 74            | 72            | 2          | 0   |
| 222           | 218           | 5          | (0)   |
| 0             | 0             | 0          | 0   |
| 840           | 823           | 18         | 1   |
| 58            | 57            | 1          | 0   |
| 336           | 329           | 7          | 0   |
| 65            | 63            | 1          | 0   |
| 96            | 94            | 2          | 10  |
| 502           | 501           | 1          | 155   |
| <b>20,715</b> | <b>20,292</b> | <b>423</b> | <b>331</b>  |

| System       | FCO          | CIA        |
|--------------|--------------|------------|
| <b>4,933</b> | <b>4,832</b> | <b>101</b> |
| 238          | 233          | 5          |

(1) Some differences of operating costs with respect to the financial statement values are due to revaluation updates of previous years, excluded from allowable costs

(2) The costs of personnel includes the reclassification of some costs for personnel services (canteen, transport, training, per diem, ect.)

(3) lower labour costs include recoveries for seconded personnel, or personnel employed in other services which are reported in the financial report in the value of production item

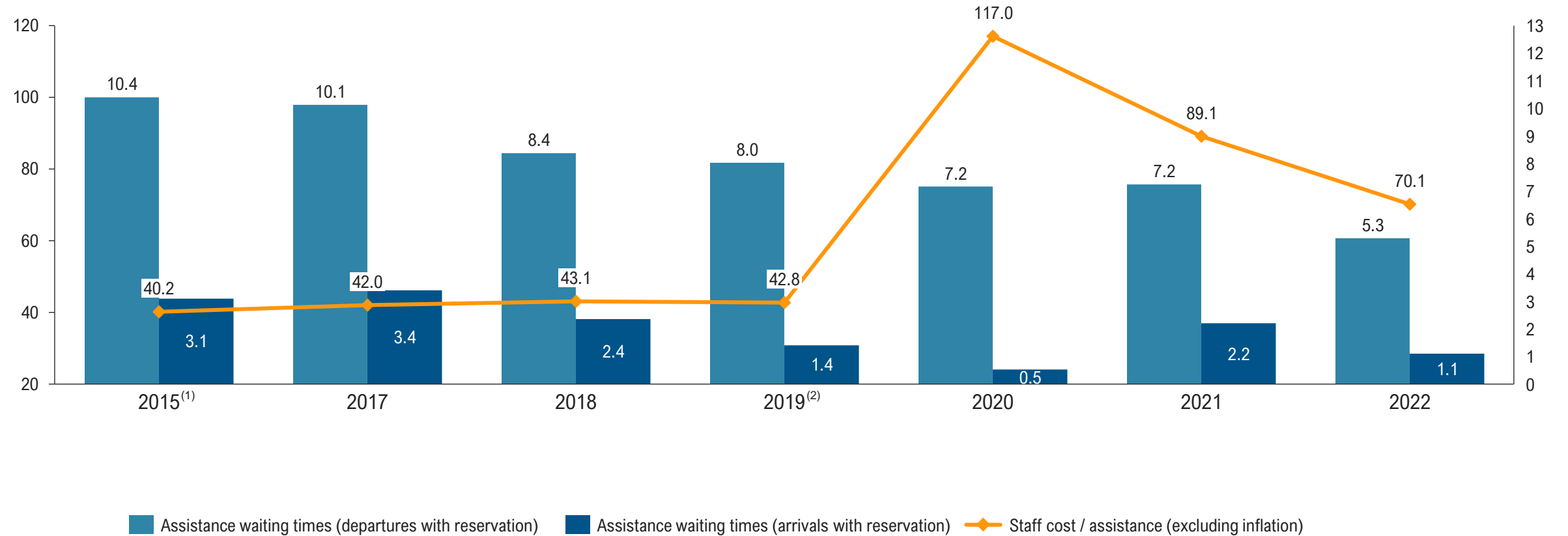
(4) Provisions for risks, financial and extraordinary charges are excluded from allowable costs

(5) Values deriving from the application of economics-technical amortization accruals; fixed asset are recognized in the year following the year of actual acquisition (annual revaluation)

# PRM indicators (FCO): productivity and quality

€/ Assistance

Time (mm,ss)



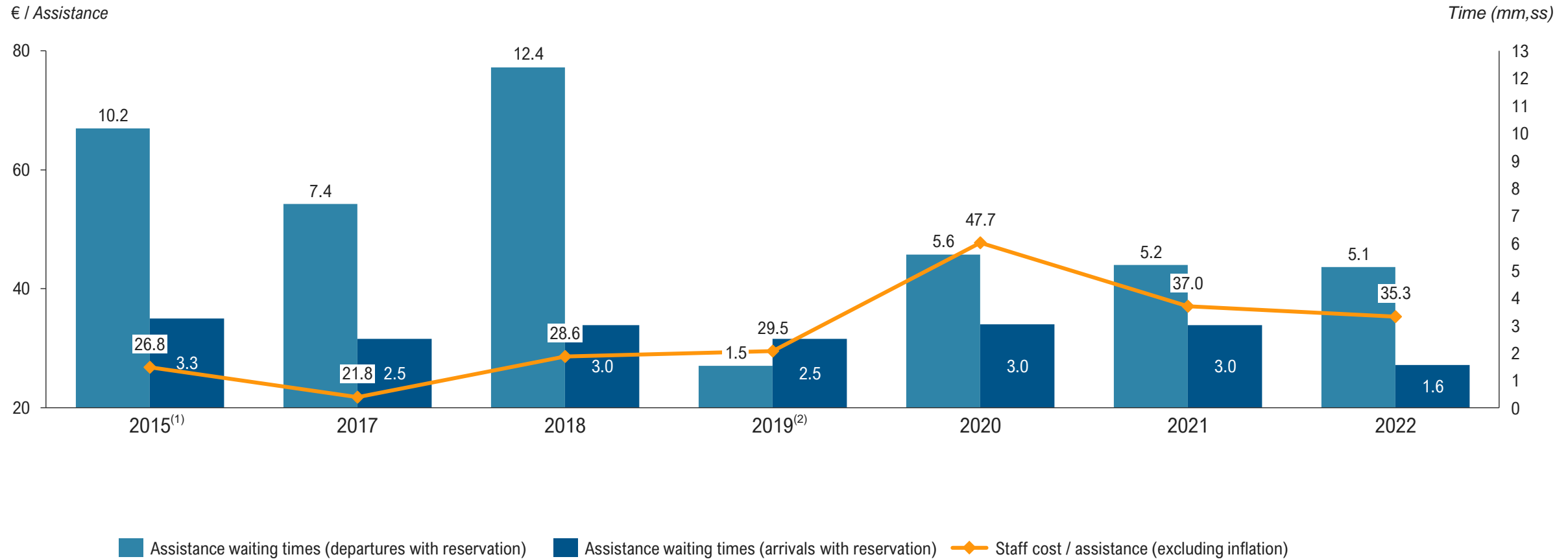
Pre-COVID, unit labour cost has been kept flat while **PRM key quality indicators have consistently improved**

(1) 2015 excluding period from 7 May to 30 September due to fire

(2) Summary indicators Jul 2019 - Mar 2020



# PRM indicators (CIA): productivity and quality

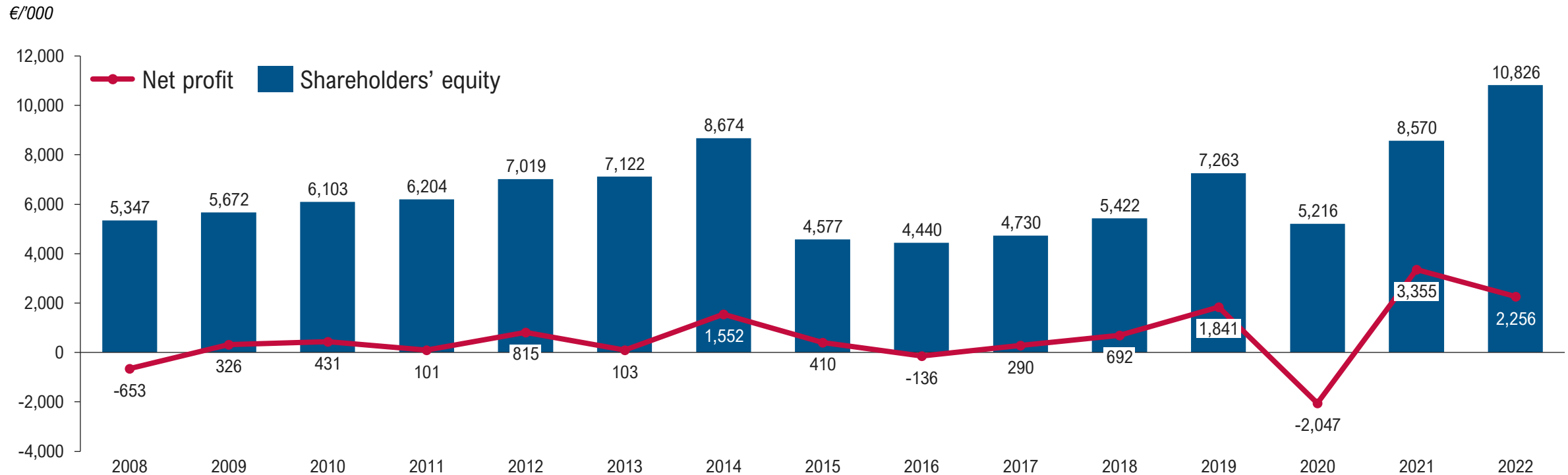


Pre-COVID, unit labour cost has been kept flat while **PRM key quality indicators have consistently improved**

(1) 2015 excluding period from 7 May to 30 September due to fire

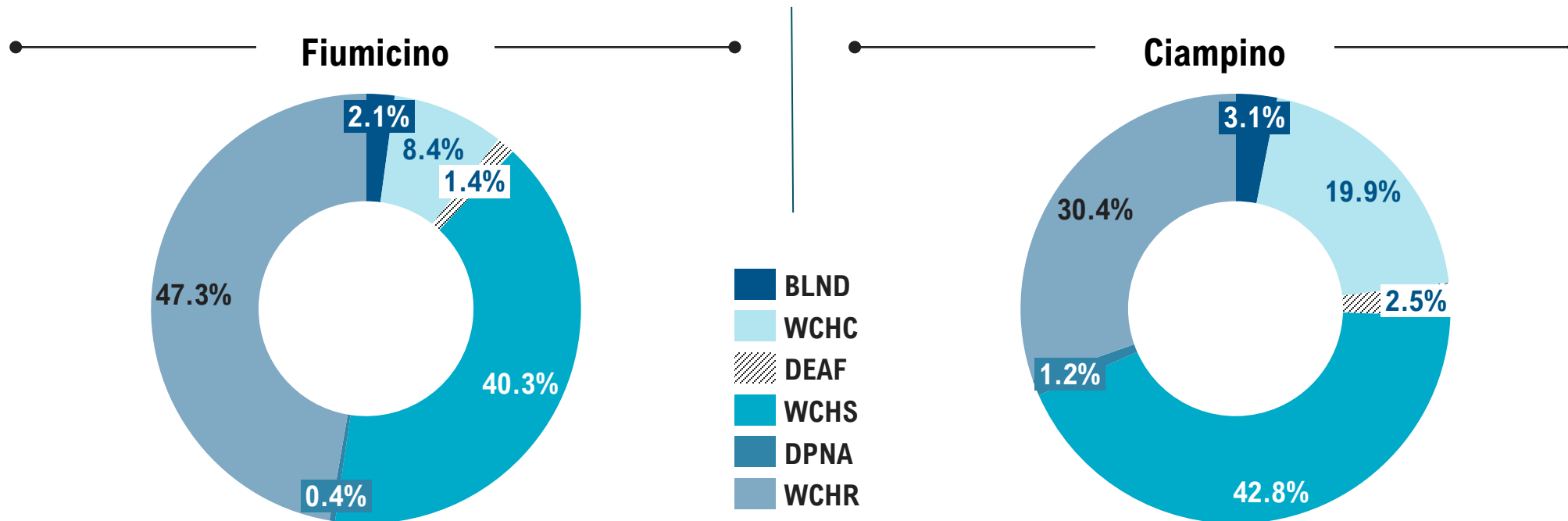
(2) Summary indicators Jul 2019 - Mar 2020

# ADRA: Self-financed through the various challenges



Set up in 2008 with a € **5 mln equity contribution**, in these years ADRA has met self-financeability objectives: at Y. 2021 its net worth was above start despite significant erosion through COVID.

# PRM assistances by airport



| Type of Assistance | 2022           | 2022 (%)      | 2021          | 2021 (%)      | 2022 VS 2021  | Type of Assistance | 2022          | 2022 (%)    | 2021         | 2021 (%)      | 2022 VS 2021 |
|--------------------|----------------|---------------|---------------|---------------|---------------|--------------------|---------------|-------------|--------------|---------------|--------------|
| BLND               | 4,375          | 1.8%          | 2,130         | 2.1%          | 105.4%        | BLND               | 316           | 2.9%        | 225          | 3.1%          | 40.4%        |
| DEAF               | 2,904          | 1.2%          | 1,387         | 1.4%          | 109.4%        | DEAF               | 231           | 2.1%        | 181          | 2.5%          | 27.6%        |
| DPNA               | 1,671          | 0.7%          | 420           | 0.4%          | 297.9%        | DPNA               | 236           | 2.2%        | 88           | 1.2%          | 168.2%       |
| WCHC               | 16,354         | 6.6%          | 8,406         | 8.4%          | 94.6%         | WCHC               | 1,948         | 18.0%       | 1,441        | 19.9%         | 35.2%        |
| WCHS               | 92,239         | 37.3%         | 40,235        | 40.3%         | 129.3%        | WCHS               | 4,521         | 41.7%       | 3,094        | 42.8%         | 46.1%        |
| WCHR               | 130,041        | 52.5%         | 47,148        | 47.3%         | 175.8%        | WCHR               | 3,599         | 33.2%       | 2,195        | 30.4%         | 64.0%        |
| <b>Total</b>       | <b>247,584</b> | <b>100.0%</b> | <b>99,726</b> | <b>100.0%</b> | <b>148.3%</b> | <b>Total</b>       | <b>10,851</b> | <b>4.4%</b> | <b>7,224</b> | <b>100.0%</b> | <b>50.2%</b> |

# Assistances

## **WCHR**

People who cannot travel long distances; they can go up and down the stairs and move on board the aircraft independently.

## **WCHS**

People who need assistance in the main movements at the airport (e.g., up and down the stairs); they can travel short distances and move on board independently.

## **WCHC**

People with physical disabilities who need assistance in moving to the airport and to their assigned seat on board the aircraft and vice versa.

## **DEAF**

People with hearing disabilities; if they travel unaccompanied, they may need assistance in orientation around the Terminal and in the boarding areas.

## **BLIND**

Visually impaired or blind people; if they travel unaccompanied, they require orientation assistance during their entire stay at the airport up to their assigned seat on board and vice versa.

## **DPNA**

People with cognitive or behavioral disabilities; if they travel unaccompanied, they must be looked after throughout their stay at the airport up to their assigned seat on board and vice versa.

# Assistances

## Vehicles and Infrastructure

Main infrastructures and equipment used in carrying out the PRM assistance service at 31/12/2022:

- UFIS-GRAMS information system for dispatching and traceability of the service
- Software for forecasting service volumes on a daily and fortnightly basis
- Stations for the reception of PRMs in the terminals and boarding areas (8 at FCO and 1 at CIA)
- Wheelchairs for transporting passengers with and without hand luggage compartment and for WCHC boarding (aisle chair)
- Wheelchairs for passenger transport with pushing aid
- Seats for transporting children on minivans
- 38 Minivans (36 on FCO and 2 on CIA)
- 18 Ambulift vehicles (16 on FCO, of which 2 electric and 2 on CIA)
- 10 cars in leasing used for the transport of PRM passengers inside FCO Terminals
- 2 Stairlifts (1 on FCO and 1 on CIA) to be used in emergency situations caused by adverse weather conditions

## Staff and Costs

- Workforce at 31/12/2022: 470 resources (of which 462 HC at FCO and 8 at CIA)
- Full Time Equivalent at 31/12/2022: 383 Fte (of which 375 Fte FCO and 8 Fte CIA)
- Allowed staff cost 2022: 17,6 € / mln of which FCO 17,3 € / mln and CIA 0,37 € / mln