

PRM Consultation Document

Ge.S.A.C. SpA- Naples International Airport

September 2026

Courtesy Translation

In case of divergence, the Italian text shall prevail

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Introduction

According to the ENAC Guidelines LG-2018/001 (hereinafter "LG") of 09 August 2018 and published on 3 September 2018, the Company GE.S.A.C. S.p.A., entrusted with the management of Naples for defining the PRM fee for year 2026 by giving notice to Airport Users operating on the hub, to ENAC, and for the knowledge of ART and Associations of Carriers by mail and by publishing on its website at [http://www.aeroportoedinapoli.it/gesac/airport tariff](http://www.aeroportoedinapoli.it/gesac/airport_tariff).

About that, the Company has prepared the "PRM Consultation Document", available to Users through Company website at [http://www.aeroportoedinapoli.it/gesac/airport tariffs and](http://www.aeroportoedinapoli.it/gesac/airport_tariffs_and) transmitted to ENAC via pec.

It includes the following information, in accordance with the provisions of the aforementioned LG par. 6.2.1.1,

- a. detailed statement of PRM fees, reconciled with the simplified version of the certified regulatory accounting records, showing the year-end figures for units of service, revenues and eligible operating costs and capital in detail;
- b. final fee proposal for PRM compensation, to be applied to the year under examination, possibly with adjustment of the fee;
- c. illustration of the criteria used to identify the drivers for the allocation of indirect costs and the methodology (distribution key) employed to charge through general costs;
- d. eligible year-end level of net invested capital pertaining to PRM fees, minus the credit-debit balance;
- e. forecasts of the service units for the year under examination (departing passengers minus exemptions under the law);
- f. information on the level of service offered and the standards of quality that the Airport Management Company must pursue for all phases of the service, as per Addendum 1 of the ENAC memorandum JAN 02 B, plus specific quality indexes/goals for PRM service included in the Quality Plan approved by the ENAC;
- g. indication of the procedures for performing PRM service (directly by the Airport Management Company or outsourced);
- h. information on the labour component and the number of annual employees (FTE) assigned to the PRM service, and their costs;

- i. list and number of the main infrastructures and equipment used to carry out the PRM assistance service;
- j. indication of the number and types of yearly assistance, based on the classification given in Section 5 (5.2.2) – Facilitation of the transport of persons with reduced mobility- del ECAC Doc. 30 – Part I – 11th edition/December 2009- Amendment no. 2.

At the close of the Public Hearing, the Company will transmit the signed minutes between the parties to the Users attending the Hearing, and for information to the Users Committee, to the ART, to the Air Carriers Associations and the to ENAC.

In case of agreement between the Airport Management Company and the Airport Users regarding the level of the proposed fee, ENAC shall promptly notify the IATA, in order to update the ticketing systems at the sales agencies at least 60 days' notice of the date of entry into force of the new fees, that is January 1 2027.

ENAC and the Airport Management Company will publish the PRM fees on their respective websites.

a. Detailed statement of PRM fees, reconciled with the simplified version of the certified regulatory accounting records, showing the year-end figures for units of service, revenues and eligible operating costs and capital in detail

The statement of the PRM fees from the detailed regulatory accounting for the year 2025, as certified by the outside auditing firm, is shown below (table 1):

Table 1: Regulatory accounting 2025

CONCESSIONAIRE:		Ge.S.A.C. S.p.A. - Società Gestione Servizi Aeroportuali Campani
		Naples Airport
		2025
ACCOUNTING ITEM	UoM €	PRM ASSISTANCE
Year-Wnd production value		5.335.747
revenues from sales and services		5.335.747
Costs		
raw materials		5.375
of which towards third-party companies		5.375
services		4.204.398
of which towards third-party companies		4.204.398
use of third-party companies		2.019
of which else		2.019
personnel		150.402
of which else		150.402
other charges		1.858
of which else		1.858
Total direct operating costs (2.1 + 2.2 + 2.3 + 2.4 + 2.6)		4.364.053
Gross operating margin (EBITDA) (1 - 3)		971.694
depreciation of intangible fixed asset		120.917
depreciation of tangible fixed asset		350.154
Total non monetary Costs (5.1 + 5.2)		471.072
Operating result (EBIT) net of direct costs (4 - 5)		500.622
Total indirect costs (CEI 8)		670.879
Total direct and indirect costs (3 + 5 + 7)		5.506.004
Net operating result (EBIT) (1 - 8)		-170.256
Net capital invested		888.144
Return on net invested capital		58.085
Total Costs+Return		5.564.088

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

For year 2027, the amount was determined on the basis of the operating and capital costs detailed in the certified regulatory accounting for year 2025, to which the inflation of 2.40%¹ have been applied in order to determine the value of costs for year 2027.

The values thus determined were then compared to the service units planned for year 2027. Finally, the adjustment resulting from the difference between the revenues and costs reported in the certified regulatory accounting for the year 2025, equal to €228,341, was added. This amount was updated using the latest available inflation rate of 2,40% and allocated over the service units forecast for the year 2027.

The calculation details are presented below (*Table 2*).

Table 2: PRM fee calculation

Determination of PRM fee			
euros	2025	2026	2027
Costs from certified regulatory accounting	5.564.088		
<i>Inflation rate</i>		2,40%	2,40%
Costs with inflationary adjustment		5.697.626	5.834.369
Service units- departing passengers			6.689.500
Unit fee - € for departing passengers - before adjustment			0,87
	2025	2026	2027
Revenues from certified regulatory accounting	5.335.747		
Total Costs from certified regulatory accounting	5.564.088		
Difference	228.341		
<i>Inflation rate</i>		2,40%	2,40%
Inflation rate application		233.821	239.433
Service units- departing passengers			6.689.500
Adjustment			0,04
Unit fee - € for departing passengers - after adjustment			0,91

¹ Programmed inflation rate (TIP) - MEF Treasury Department
https://www.dt.mef.gov.it/it/attivita_istituzionali/analisi_programmazione_economico_finanziaria/inflaz_programmata/

As established by the consultation on the 2026 PRM charge, which was the subject of the hearing in October 2025, Users recognised the Company's right to a credit in respect of the adjustment items accrued in the years 2019 and 2024, as set out in the Consultation Document. Upon completion of the approval process, which closed with ENAC note prot. 19/11/2025-0168074-P, the Company recovered, through the 2026 PRM update, a portion of these items relating to the year 2024, amounting to €332,272.

The residual credit adjustment as at 2026 amounts to €2,045,395, as shown in the table below (Table 3). In view of the size of this item, the Company proposes to recover, in the year 2027, a share equal to 26% of the nominal value. Accordingly, the PRM charge is recalculated and proposed for 2027 at €0.99 per departing passenger, as shown below (Table 3). The nominal value of the residual credit as at 2027 is therefore €1,513,592.

It should be noted that, in composing the residual adjustment, the Company decided to replace the 2019 value with that of 2023, in order to follow a criterion of temporal proximity. In this exercise, the nominal value of the 2023 adjustment was slightly reduced so as to align it with the 2019 value, thereby leaving unchanged the total amount of the credit due to the Company.

Tabella 3: PRM fee 2027

Adjustment PRM 2027
euros

credito 2023 in luogo del 2019 di pari importo	1.048.578				
Remaining 2024 credit adjustment	996.817				
Total	2.045.395				
Percentage share	25%				
2023 adjustment share	272.630				
2024 adjustment share	259.172				
Total	531.803				
Inflation rate	2024	2025	2026	2027	
Application Inflation rate	1,0%	1,8%	2,4%	2,4%	
2023 adjustment share	272.630	275.357	280.313	287.041	293.929
2024 adjustment share	259.172		263.837	270.170	276.654
Total					570.583
Service units-departing passengers					6.689.500
Unit fee-for departing passengers- after adjustment tariff tab.2					0,91
Unit fee - € for departing passengers					0,09
PRM fee 2027					0,99

c. Illustration of criteria used to identify the drivers for the allocation of indirect costs and the methodology (distribution key) used to charge through general costs

The criteria and the modalities of costs allocation are in accordance with the ART Models (Deliberation 38/2023) and with the guidelines of the Regulatory Accounting ART for the airport dated 13 February 2023. In the application of the costs allocation methodology, the primary objective has been the direct costs allocation, while for general costs reversal the methodology foreseen in the mentioned Guidelines has been used.

d. Eligible year-end level of net invested capital pertaining to PRM fees, minus the credit-debit balance

The year-end amount of eligible net invested capital for 2025, as shown by the statement in section a) of the present document, is equal to 888.000 euros and refers to the purchase of new electric vehicles for PRM service in airside.

e. Forecasts of the service units for the year under examination (departing passengers minus exemptions under the law)

For year 2027, estimation of service units – departing passengers – is equal to 6.689.500, as reported under point b) of this document.

f. Information on the level of service delivered and the quality standards that the Airport Management must achieve in all the service stages, in accordance with Annex 1 of ENAC Circular GEN 02B, as well as information on quality indicators/objectives relating to PRM service

The quality of airport services, in particular the ones delivered to passengers with disabilities or reduced mobility, is a primary concern for GESAC. To this aim, and in accordance with the provisions of EC Regulation 1107/2006 and ENAC Circular GEN 02-B, the Company has developed a number of tools and procedures over the years.

At GESAC, the service is provided by an external contractor. During 2025, the service provider changed following a public tender procedure, under which Buorelly Health Service was awarded the contract.

In particular, Gesac continues its collaboration with FISH (Italian Federation for Overcoming Handicaps), after signing a collaboration agreement aimed at the continuous improvement of airport services delivered to people with disabilities and reduced mobility. The correct implementation of GEN 02B provisions, thanks also to the collaboration agreement with FISH, is supervised on a routine basis and monitored on a periodic basis also through audit activities.

The collaboration with FISH is part of a participatory process between the Airport Management Company and experts from Organisations involved in the issues mentioned in EC Reg. 1107/06, aimed at a shared development of inclusive processes that meet the needs of travellers with disabilities and reduced mobility. Service quality monitoring, both in terms of perceived quality and delivered quality, is conducted in accordance with the provisions of ENAC Circular GEN 06 and Circular GEN 02B and consolidated into a set of key performance indicators reflecting the quality levels of the services delivered (see Table 4 and table 5: PRM Quality Indicators).

Table 4-5 presents the service quality performance achieved in 2025, summarized through the indicators set out in ENAC Circular GEN 02B. These indicators form an integral part of Section II of the 2026 Service Charter, issued in accordance with the provisions of ENAC Circular GEN 06.

The dashboard of indicators shown in Table 4-5, including both the performance results and the 2026 targets, was shared within the framework of the Committee for Service Regularity and Quality, established pursuant to GEN 06, as well as with ENAC, CUN (Naples Users Committee), and FISH (Italian Federation for the Rights of Persons with Disabilities and Their Families).

The analysis of the indicators in Table 4-5 highlights generally high levels of performance in 2025, which are, in almost all cases, consistent with the established targets.

Particularly noteworthy are the indicators relating to Personal Safety/PRM, Airport Information/PRM, Airport Comfort, and Relational and Behavioural Aspects, for which ambitious performance targets have also been confirmed for 2026.

Thanks in part to the refurbishment of several PRM-dedicated restrooms and the opening of a fully renovated and expanded dedicated waiting lounge in the airside area, the Perception of the Accessibility and Usability of Airport Infrastructure (parking facilities, assistance call points, dedicated lounges, restrooms, etc.) (Indicator 13) showed an improvement compared with the previous year.

With regard to departure waiting times (Indicators 1 and 2), an increase was recorded in 2025, partly due to the growth in PRM traffic, reflecting a trend observed over the past three years.

It should also be noted that, starting in 2025, a new IT system for tracking assistance services was introduced and extended to include assistance requests originating from check-in desks. This system enabled a comprehensive and detailed collection of waiting-time data, required the involvement of all handling staff operating at check-in counters, and highlighted the increase in departure waiting times. This development represents a significant improvement in the innovation of monitoring and tracking tools for assistance activities. The 2026 target was established with the shared objective of reducing waiting times, particularly for departing passengers and, more significantly, for passengers who have pre-booked assistance.

Disembarkation waiting times remained substantially in line with the previous year.

Within the area of Relational and Behavioural Aspects, Indicator 15 (Perception of Staff Courtesy – including information desk personnel, security staff, and personnel dedicated to special assistance services) and Indicator 16 (Perception of the Professionalism of Personnel Providing Special Assistance Services to PRMs)

recorded very high levels of satisfaction. Accordingly, ambitious performance targets have been confirmed for both indicators.

Table 4: Quality Indicator PRM

1. EFFICIENCY OF ASSISTANCE SERVICES		INDICATOR	UNIT OF MEASUREMENT	Performance 2025	Target 2026
	1	For PRM in Departure with reservation : waiting time to receive assistance, from one of the designated points of the airport, in case of booking.	Waiting time in minutes in 90% of cases.	15:00	12:00
	2	For PRM departing without booking : waiting time to receive assistance, from one of the designated points in the airport, once notified of its presence	Waiting time in minutes in 90% of cases.	15:00	14:00
	3	For PRM arriving with reservation : waiting time on board for PRM disembarkation, after the last passenger disembarkation. (*)	Waiting time in minutes in 90% of cases.	07:10	07:00
	4	For PRM arriving without booking : waiting time to receive assistance, at the gate/aircraft point, from the last passenger disembarkation.	Waiting time in minutes in 90% of cases.	06:58	08:00
2. SAFETY FOR THE PERSON (Safety)		INDICATOR	UNIT OF MEASUREMENT	Performance 2025	Target 2026
	5	Perception of the status and functionality of the equipment supplied.	% satisfied PRM passengers.	98.8	98
	6	Perception on the adequacy of staff training.	% satisfied PRM passengers.	99.2	99

Table 5: *Quality Indicator PRM*

		INDICATOR	UNIT OF MEASUREMENT	Performance 2025	Target 2026
3. INFORMATIONS AT THE AIRPORT	7	Accessibility: number of essential information accessible to visual, hearing and motor disabilities related to the total number of essential information.	% essential information accessible out of the total number of essential information.	100	100
	8	Completeness: number of information and instructions, related to the services offered, available in accessible format ratioed to the total number.	% information/instructions, related to services in an accessible out of total information/instructions.	100	100
	9	Perception of the effectiveness and accessibility of internal airport information, communications and signage.	% PRM passengers satisfied.	98.2	99
		INDICATOR	UNIT OF MEASUREMENT	Performance 2025	Target 2026
4. COMMUNICATION WITH PASSENGERS	10	Number of responses provided within the given time frame vs. total number of requests for information received.	% responses provided in the time frame set out of the total number of requests.	100	100
	11	Number of complaints received compared to total PRM traffic.	% Complaints received on total PRM traffic.	0,04	0,02
		INDICATOR	UNIT OF MEASUREMENT	Performance 2025	Target 2026
5. COMFORT AT THE AIRPORT	12	Perception of the effectiveness of PRM assistance.	% satisfied PRM passengers.	98.1	99
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, call intercoms, dedicated lounges, toilets, etc..	% satisfied PRM passengers.	97.7	97
	14	Perception of the spaces dedicated to PRM parking (e.g. Sala Amica).	% satisfied PRM passengers.	98.2	99
		INDICATORE	UNITA' DI MISURA	Prestazione 2025	Obiettivo 2026
6. RELATIONAL AND BEHAVIOURAL ASPECTS	15	Perception of staff courtesy (infopoint, security, special assistance staff).	% satisfied PRM passengers.	97.6	99
	16	Perception of the professionalism of the staff dedicated to providing special assistance to PRM. (*)	% satisfied PRM passengers.	98.9	99

g. PRM service delivery modalities (by the Airport Management Company or third parties)

The PRM assistance service is contracted out to the company BOURELLY HEALTH SERVICES SRL until 31 May 2028.

The service is provided 365 days a year, without interruption, concurrently with airport operations (approximately between 4.00 a.m. and 11.30 p.m.) and with a commitment to provide the service also in the event of early and/or late flights, or early opening and closing of the airport.

There is also a night-time on-call service for any requests for assistance in the event of unscheduled or emergency flights. There are several call points (arrival and departure points) within the airport perimeter, both near the terminal and in the car parks, where PRMs can easily announce their arrival at the airport and ask for assistance, without prejudice to the possibility of doing it, if necessary, at points other than the designated ones.

PRM assistance services include the following activities:

- Assistance from designated request points inside and outside the Terminal;
- Moving from the request point to the check-in counter;
- Check-in of passengers and baggage;
- Assistance from the check-in desk to the aircraft, carrying out immigration, customs and security checks;
- Assistance in stowing luggage and any wheelchair or other embarked aid on board the aircraft;
- Boarding the aircraft, using ambulift, wheelchairs or other specific assistance required up to the seat;
- Assistance from the seat to the aircraft door and disembarkation from the aircraft, using ambulift, wheelchairs or other specific assistance needed;
- Assistance from the aircraft to the baggage claim area, baggage claim and completion of immigration and customs checks;
- Assistance from the baggage claim lounge to a designated point;
- Assistance to take connecting flights, if in transit, with assistance on board and on the ground, within and between terminals, according to specific needs;
- Assistance in going to the toilet in case of need;
- Ground assistance for service dogs, where appropriate. When a PRM is assisted by a companion, this person must, if requested, be able to provide the necessary assistance at the airport;
- Ground assistance for all necessary mobility aids, including electric wheelchairs, subject to prior forty-eight hours' notice and limited to the space available on board the aircraft and in compliance with relevant dangerous goods regulations;
- Ground assistance to obtain temporary replacement of damaged or lost mobility equipment, bearing in mind that replacement with comparable equipment may not be feasible;
- Ground assistance to have flight information.

h. Information on the workforce and number of employees (FTE) allocated each year to PRM service and their costs

The organization of the service provides for the daily presence, from 04.00 to 23.30, and also before and after these times in case of early and/or delayed flights, of at least one (1) service coordinator for each shift at the landside "Sala Amica" and another one (1) service coordinator for each shift at the airside "Sala Amica"; each coordinator has the status of Service Supervisor and is equipped with tools and equipment for the coordination and supervision of the service (i.e., telephone, radio, PC, tablet, etc.).

The number of teams assigned to the service, both landside and airside, varies on the basis of summer and winter operations and the number of PRMs booked, supplemented by a number of additional staff to deal with requests for assistance from passengers who have not booked assistance, in line with the time frame provided by EC Regulation 1107/2006 and Civil Aviation Authority Circular GEN 02-B.

All PRM service personnel receive training and periodic refresher courses as per relevant regulations.

In 2025, the total number of annual staff (FTE) allocated to the PRM service was 85 FTE, scaled down according to traffic trends.

i. List and number of the equipment and infrastructure used for the delivery of PRM services

In 2025 Naples airport delivered its PRM service using the following vehicles and equipment:

- 9 Ambulifts
- 4 Special care vehicles
- 80 wheelchairs,
- 2 electric wheelchairs
- 10 wheelchairs for the transfer from the seat to the Ambulift and vice versa
- 6 courtesy wheelchairs in case of loss/damage
- 2 manual push walkers

In order to reduce the environmental impact of airport activities in a new and more modern perspective of sustainable development, the vehicle fleet has been renovated during 2023. For PRM service the Company has purchased 8 ambulifts (an additional vehicle was purchased in 2025) and 4 special care vehicles with electric traction with which the service is carried out.

An ordinary and extraordinary maintenance contract has been signed with the company providing the Ambulifts and the Special care vans, which also covers Gesac-owned wheelchairs.

A daily sanitising service for PRM wheelchairs through UVC and weekly sanitising using specific devices for Ambulift and Special care vehicles has also been set up.

The available infrastructure for the provision of the service is the following:

- call points located in the parking areas reserved for PRMs;
- video-entry phone located at the entrances to the Terminal;
- call point at the landside waiting room;
- "Sala Amica" located in the landside - check-in area;
- "Sala Amica", located at gate A1, with a centralized gate for the boarding of PRMs flying to Schengen destinations;
- call point for PRM assistance at the non-Schengen boarding lounge;
- two wheelchair collection points at airside and landside areas.

j. Number and types of assistance per each year, according to the classification set out in Section 5 (5.2.2)
- Facilitation of the transport of persons with reduced mobility- of Doc.30 ECAC - Part I -- 11th
edition/December 2009- Amendment n°2

In 2025, Naples Airport recorded a total of 74.796 PRMs, broken down according to the types shown in the table below, of which about 36% were not booked.

YEAR 2025			
Types of assistance	reserved	not reserved	
BLND	1.471	468	
WCHR	17.282	10.293	
WCHS	19.205	13.099	
WCHC	4.507	2.273	
DEAF	1.111	383	
DPNA	3.963	741	
TOTALE	47.539	27.257	74.796
		36%	

Legenda

BLND:	Sight-impaired or blind pax
WCHR:	Pax unable to cover long distances, but who can go up and down stairs and move about independently
WCHS:	Pax who cannot cover long distances and are unable to go up and down stairs, but are self-sufficient aboard the plane
WCHC:	Pax completely immobile who are not self-sufficient on the plane and require total assistance
DEAF:	Pax with hearing disabilities
DPNA:	Pax with intellectual or behavioural disabilities