

# **PRM Consultation Document**

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

*July 2025*

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 (ns ref. FIN/PB/90) and by publishing on its website at [http://www.aeroportoedinapoli.it/gesac/airport tariff](http://www.aeroportoedinapoli.it/gesac/airport%20tariff).

About that, the Company has prepared the "PRM Consultation Document", available to Users through Company website at [http://www.aeroportoedinapoli.it/gesac/airport tariffs](http://www.aeroportoedinapoli.it/gesac/airport%20tariffs) 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 2026.

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 2024, as certified by the outside auditing firm, is shown below

CONCESSIONAIRE:	Ge.S.A.C. S.p.A.- Società Gestione Servizi Aeroportuali Campani	
	Naples Airport	
	2024	
ACCOUNTING ITEM	Unità di €	PRM assistance
Year-End production value		3.591.468
revenues from sales and services		3.591.468
Costs		
raw materials		8.815
of which towards third-party companies		8.815
services		3.877.698
of which towards third-party companies		3.877.698
use of third-party resources		545
of which else		545
personnel		11.327
of which else		11.327
other charges		5.334
of which else		5.334
Total direct operating costs (2.1 + 2.2 + 2.3 + 2.4 + 2.6)		3.903.720
Gross operating margin (EBITDA) (1 - 3)		-312.252
depreciation of intangible fixed assets		107.913
depreciation of tangible fixed assets		310.076
Total non monetary Costs(5.1 + 5.2 )		417.989
Operating result (EBIT) net of direct costs (4 - 5)		-730.240
Total indirect costs (CEI 8)		551.638
Total direct and indirect costs(3 + 5 + 7)		4.873.346
Net operating result (EBIT) (1 - 8)		-1.281.878
Net capital invested		1.365.539
Return on net invested capital		94.495
Totale Costs+Return		4.967.842

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

For year 2026, the amount was determined on the basis of the operating and capital costs detailed in the certified regulatory accounting for year 2024, to which the inflation of 1.80%<sup>1</sup> have been applied in order to determine the value of costs for year 2026.

The values thus determined were then compared to the service units planned for year 2026.

Below the evidence of the calculation:

**Determination of PRM fee**

euros	2024	2025	2026
Costs from certified regulatory accounting	<b>4.967.842</b>		
<i>Inflation rate</i>		1,80%	1,80%
A Costs with inflationary adjustment		5.057.263	<b>5.148.293</b>
B Service units- departing passengers			6.002.520
A/B Unit fee - € for departing passengers			<b>0,86</b>

<sup>1</sup> Programmed inflation rate (TIP) - MEF Treasury Department

Below is the calculation of the adjustment on the basis of the value determination methodology set out in the above-mentioned Guidelines.

The adjustment related to the 2024 year was calculated as the difference between the Revenues and PRM Service Costs recorded in the 2024 certified regulatory analytical accounting and updated on the latest available inflation rate of 1.80% for 2025 and 2026, as following:

	2024		
Revenues from Regulatory accounting	3.591.468		
Total Costs from Regulatory accounting	4.967.842		
<b>Variance</b>	<b>1.376.374</b>		
		2025	2026
Inflation		1,80%	1,80%
<b>Balance</b>		1.401.148	<b>1.426.369</b>

Please note that, in determining the fee for the year 2026, adjustments related to previous financial years have not been taken into account, in order to ensure equal treatment of all potential adjustment items related to the PRM charge and other airport charges

- 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 2024, as shown by the statement in section a) of the present document, is equal to 1.365.000 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 2026, estimation of service units – departing passengers – is equal to 6.002.520, 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.

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 02B and provides indicators for the quality levels of the services provided (Table 1: Quality Indicators PRMs)





Photo 1

In order to guarantee a more efficient access to information by users, in 2024 information materials were prepared and distributed both in paper format at the Terminal, and digitally (download available on the website: <https://www.aeroportoedinapoli.it/passenger> airport guide).

In particular, this is an Information Guide to Services for passengers with reduced mobility or disabilities (see Photo 1) and information Leaflets inviting and raising awareness of prior booking within 48 hours of the flight (see Photo 2).



Photo 2

The table below shows the quality service performance achieved in 2024, with specific reference to the indicators set out in ENAC Circular GEN 02B. These indicators are an integral part of SECTION II of the Service Charter 2025, issued in accordance with the provisions of Enac Circular GEN 06 and therefore shared with ENAC, CUN (Naples Users Committee) and FISH.

The indicators show, in almost all cases, excellent performance, in line with the set targets. For 2025, targets aimed at maintaining the levels achieved were adopted in the Service Chart.

Particularly, for 2024 waiting time for PRM departing passengers (indicators 1 and 2) remain very limited, reducing compared to the previous year.

Differently, for incoming PRMs, *the waiting time on board for the disembarkation of the PRMs, after the disembarkation of the last passenger* ( indicators 3 and 4), shows a decrease compared to the target, in analogy with the trend of passenger disembarkation time and also influenced by an increase in PRMs traffic.

Finally, the excellent perception of the special assistance services provided by the airport and the professionalism of the staff is highlighted.

It is also noted that the number of complaints in 2024 was significantly reduced compared to the previous year (see indicator 11 in Table 1).

**Table 1: Quality Indicator PRM**

		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
1. EFFICIENCY OF ASSISTANCE SERVICES	1	<u>For PRM in Departure with reservation</u> : 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.	3'	3'
	2	<u>For PRM departing without booking</u> : 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.	3'	4'
	3	<u>For PRM arriving with reservation</u> : waiting time on board for PRM disembarkation, after the last passenger disembarkation. <u>(*)</u>	Waiting time in minutes in 90% of cases.	7'22"	5'
	4	<u>For PRM arriving without booking</u> : waiting time to receive assistance, at the gate/aircraft point, from the last passenger disembarkation.	Waiting time in minutes in 90% of cases.	6'15"	6'
2. SAFETY FOR THE PERSON (Safety)		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
	5	Perception of the status and functionality of the equipment supplied.	% satisfied PRM passengers.	96,5	96
	6	Perception on the adequacy of staff training	% satisfied PRM passengers.	99,6	99

**Table 1: Quality Indicator PRM**

3. INFORMATIONS AT THE AIRPORT		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
	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.	99,2	99
4. COMMUNICATION WITH PASSENGERS		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
	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.	0,01	0,01
5. COMFORT AT THE AIRPORT		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
	12	Perception of the effectiveness of PRM assistance.	% satisfied PRM passengers.	99,6	99
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, call intercoms, dedicated lounges, toilets, etc..	% satisfied PRM passengers.	95,8	96
	14	Perception of the spaces dedicated to PRM parking (e.g. Sala Amica).	% satisfied PRM passengers.	98,7	99
6. RELATIONAL AND BEHAVIOURAL ASPECTS		INDICATOR	UNIT OF MEASUREMENT	2024 Performance	2025 Target
	15	Perception of staff courtesy (infopoint, security, special assistance staff).	% satisfied PRM passengers.	99,2	99
	16	Perception of the professionalism of the staff dedicated to providing special assistance to PRM. (*)	% satisfied PRM passengers.	99,6	99

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

The PRM assistance service is contracted out to the company GH Napoli S.p.A until 31 May 2025.

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 2024, the total number of annual staff (FTE) allocated to the PRM service was 76 FTE, scaled down according to traffic trends.

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

In 2023 Naples airport delivered its PRM service using the following vehicles and equipment:

- 8 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 2024, Naples Airport recorded a total of 70.412 PRMs, broken down according to the types shown in the table below, of which about 41% were not booked.

ANNO 2024			
Tipologie di assistenze	prenotata	non prenotata	
BLND	1.458	544	
WCHR	15.688	10.813	
WCHS	17.144	13.209	
WCHC	4.135	2.664	
DEAF	1.051	566	
DPNA	2.105	1.045	
TOTALE	41.581	28.831	70.412
		41%	

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