

**TORINO  
AIRPORT**



**SAGAT S.p.A.**

# **PRM ANNUAL INFORMATION DOCUMENT**

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## **Introduction**

Based upon the ENAC LG-2018/001 Guidelines (hereinafter "GL"), the Company SAGAT S.p.A., assigned to manage Turin Airport (hereinafter "the Company"), has started the Annual Consultation Procedure of airport Users about the definition of the 2026 PRM fee, notifying Users who operate at the airport, ENAC and, for information, ART and the airline associations by email (our ref. no. 2025/1458) and publishing the same on its internet website at the address <https://www.aeroportoditorino.it/en/sagat/business-partners/aviation/fees-charges>.

The Company prepared this "PRM Information Document", available to Users on its internet website at the address <https://www.aeroportoditorino.it/en/sagat/business-partners/aviation/fees-charges> and it has sent it to ENAC by email.

At the end of the public hearing, the Company will send the minutes signed by the parties to the Users present at the hearing, and, for information, to the Users' Committee, to ENAC, to the Airline Associations and to ART.

If the proposed fee level is agreed between the Airport Manager Company and the airport Users, ENAC will notify IATA for the purposes of updating the ticketing systems at sales agencies at least 60 days in advance of the entry into force of the fee.

ENAC and the airport Manager will also publish the new PRM fee on their respective websites.

A handwritten signature in blue ink, appearing to be a stylized letter 'B' or similar.

**a. Analytical table of the PRM cost center, reconciled with the certified simplified/regulatory analytical accounts, indicating, for the actual year, the service units, revenues and details of the admitted operating costs and capital**

The table below shows the PRM tariff cost center, reconciled with the regulatory analytical accounts for the year 2024, certified by the auditing company.

The table contains the same level of information as previous years and its layout complies with the regulatory accounting guidelines contained in the "Co.Re Guidelines. airports" of Resolution ART 38.2023.

2024 REGULATORY ACCOUNTING	
PRM	
309	
<b>A) Final production value</b>	<b>4,717,496</b>
1) Revenues from sales and services	4,717,496
5) Other revenues and proceeds	0
<b>B) Admitted production expenses:</b>	<b>3,524,853</b>
1) On raw and maintenance materials, consumables and goods	4,147
2) On services	257,433
3) Leasehold costs (concession tax included)	171,892
4) Staff costs	2,963,233
5) Depreciations:	<b>85,249</b>
a) Depreciation of intangible assets	18,757
b) Depreciation of tangible assets	66,493
6) Changes in the inventory of raw and maintenance materials, consumables and goods	0
7) Provision for risks	0
8) Other provisions	-745
9) Other operating costs	0
<b>C) Additional costs allowed for regulatory purposes:</b>	<b>0</b>
1) IRAP	0
2) Costs reversed through the maintenance fund for third party assets	0
3) Technical-economic depreciation of fixed assets financed with public contributions in the event of privatization	0
4) Financial amortization of the "surcharge"	0
<b>D) Total regulatory costs</b>	<b>3,524,853</b>
<b>E) Gross margin</b>	
<b>F) Net invested capital</b>	<b>576,332</b>
1) Self-financed fixed assets	670,070
2) Fixed assets financed with public contributions in the event of privatization before the	0
3) Fixed assets financed with public contributions in the event of privatization following the Resolution. CIPE 38/2007	0
4) Surcharge	0
5) Balance between Receivables from customers and Payables from suppliers	-93,738
<b>G) Remuneration on net invested capital</b>	<b>33,600</b>
1) Self-financed fixed assets	39,065
2) Fixed assets financed with public contributions in the event of privatization before the	0
3) Fixed assets financed with public contributions in the event of privatization following the Resolution. CIPE 38/2007	0
4) Surcharge	0
5) Balance between Receivables from customers and Payables from suppliers	-5,465
<b>H) Total regulatory costs</b>	<b>3,558,453</b>
<b>I) Service unit</b>	<b>2,335,394</b>
<b>L) Equilibrium unit charges</b>	<b>1.52</b>
<b>2024 fee applied</b>	<b>2.02</b>

**b. Final tariff proposal for the PRM fee to be applied for the year of reference, with adjustments**

The table below shows the calculation of the balance-only tariff for the year 2026, which turns out to be equal to €1.40, based upon the 2024 regulatory analytical accounting data, certified by the auditing company, in conformity with what is established by the Guidelines at paragraphs 4 and 5.

2024 REGULATORY ACCOUNTING	2024 PRM	Adjustment	2024 PRM Costs Estimate (2024 costs +1.8% for 2025 and 1,8% for 2026)
<b>A) Final production value:</b>	<b>4.717.496</b>	<b>0</b>	<b>na</b>
1) revenues from sales and services	4.717.496	0	na
<b>B) Admitted production expenses:</b>	<b>3.524.853</b>	<b>0</b>	<b>3.652.889</b>
1) on raw and maintenance materials, consumables and goods	4.147	0	4.297
2) on services	257.433	0	266.784
3) leasehold costs (concession tax included)	171.892	0	178.136
4) staff costs	2.963.233	0	3.070.869
5) amortization and depreciation	85.249	0	88.346
6) changes in the inventory of raw and maintenance materials, consumables and goods	-745	0	-772
9) other operating costs	43.643	0	45.229
<b>C) Additional costs allowed for regulatory purposes:</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D) Total regulatory expenses</b>	<b>3.524.853</b>	<b>0</b>	<b>3.652.889</b>
<b>E) Gross margin</b>			
<b>F) Net invested capital</b>	<b>576.332</b>	<b>0</b>	<b>597.266</b>
1) Self-financed fixed assets	670.070	0	694.409
5) Balance between Receivables from customers and Payables from customers	-93.738		
<b>G) Return on net invested capital</b>	<b>33.600</b>	<b>0</b>	<b>34.821</b>
1) Self-financed fixed assets	39.065	0	42.202
5) Balance between Receivables from customers and Payables from customers	-5.465	0	-6.105
<b>H) Total regulatory expenses</b>	<b>3.558.453</b>	<b>0</b>	<b>3.687.710</b>
Estimated WLUs 2026			2.636.116
2026 Equilibrium unit charges			1,40

The costs used for the calculation of the 2026 theoretical equilibrium tariff were revalued at the planned inflation rate of +1.8% for the year 2025 and +1.8% for the year 2026 as indicated by the 2025-2029 State Budget Structural Plan of 27 September 2024 which is the latest official index available on the date of publication of this document and were divided by the service units estimated for the year 2026 that are the exactly the same of the traffic plan approved by ENAC for the period 2024 - 2027. If on the date of the annual hearing, the updated value of the index is made available any upward or downward adjustments will be included in the calculation and illustrated to users.

The tariff proposals approved and applied in previous years have not allowed the complete recovery of the costs annually incurred for the provision of the service at the levels reached from time to time by the assistance provided ensuring the high quality of the service provided.

The 2026 tariff includes both the residual costs from years prior to 2024 not recovered in the tariffs for the respective years, amounting to €16,966, a value communicated during the hearing on October 16, 2024, as well as the adjustment resulting from the 2024 regulation, which is equal to -€13,214. Therefore, the value of the adjustments from previous years included in the 2026 tariff is €3,752.

There are no additional costs from before 2024 to be adjusted in the financial years after 2027.

We remember that the values subject to the adjustments deriving from the 2024 regulations could be subject to slight changes following the updating of the value of scheduled inflation.

**c. Illustration of the criteria used to identify the indirect cost allocation drivers and the methodology (allocation key) used for allocating general costs**

The estimated costs for the PRM 2026 service include the allocation of indirect costs. As defined by the airport fee regulation models (Annex "A" to resolution no. 38/2023 of 9 March 2023), the general economic and capital components attributable to the Airport Manager overall activities are allocated to the activities referred to in paragraph 27.4, in proportion to the costs attributed to each activity on the basis of point 1, letters a) and b).

**d. Admitted NIC level for the actual year, related to the PRM cost center, net of the receivables-payables balance**

The net invested capital admitted for the 2024 actual year, as can be seen from the table at paragraph a. of this document, amounts to Euro 576,332 and mainly concerns directly allocated costs for the purchase of wheelchairs and ambulift vehicles for the PRM service and the part of investments indirectly allocated as illustrated in point c above.

**e. Forecasts, for the year of reference, of service units (departing passengers, net of legal exemptions)**

The estimate of service units – departing passengers – for the year 2026 is 2,636,116 as indicated in the table at point b. of this document, equal to the paying departing passengers of the 2024-2027 Traffic Plan attached to the Programme Contract.



**f. Information on the service level offered and on the quality standards to be pursued by the Airport Manager Company for all services, in accordance with Annex 1 of the ENAC GEN 02 B circular, as well as, in particular, on the quality indicators/targets for the PRM service included in the Quality Plan approved by ENAC**

SAGAT has always been committed to providing the best assistance to all passengers, and its staff is well-trained and regularly updated to better support disabled and mobility-impaired passengers during their time at the airport.

The airport was designed with special attention to the needs of people with disabilities, ensuring they can fully enjoy all airport services. The functional layout of passenger flows is organized on separate levels: departures are at the top, and arrivals are at the bottom. The internal vertical connections are ensured by elevators equipped with buttons featuring Braille characters and acoustic safety devices. The rooms are spacious and bright, and the floors feature tactile pathways.

The Departures Area features the Sala Amica, a dedicated space exclusively for passengers with reduced mobility and their companions. To enhance the airport experience after security checks, a second Sala Amica was opened in December 2024 on the airside. This space is dedicated to passengers with disabilities and reduced mobility, along with their companions, who can stay there until boarding.

The multi-story parking garage, equipped with 6 elevators and dedicated restrooms, offers 50 spaces for vehicles driven by individuals with disabilities. The reserved areas are located on the 2nd floor of the building at the Departures level, adjacent to the covered pedestrian walkway.

For temporary loading and unloading, 8 parking spaces are reserved along the airport roadways (4 at the Arrivals level and 4 at the Departures level), with one space available at the General Aviation terminal.

Upon arrival at the airport, the PRM can activate the assistance service at the call points, check-in desks, or the information office. The call points enable you to alert an operator to assist the PRM and accompany them to the boarding area.



*Quality measurements in accordance with ENAC regulations*

- 2024 Service Charter (PRM Section)

In 2023, all 16 indicators for PRM service, as outlined in Circular GEN-02B, met the target. This included Indicator 13 PRM - Perception of accessibility/usability of infrastructure: parking, call intercoms, Sala Amica, and toilets (also in the 2020-2023 Program Contract). In 2022, this indicator achieved 89.3% customer satisfaction.

- Perceived quality

To measure the customer satisfaction of Passengers with Reduced Mobility, as per Circular GEN-02B, nearly 1,700 questionnaires were distributed to the PRM traveler cluster in 2024.

The 8 indicators of perceived quality (no. 5, 6, 9, 12, 13, 14, 15, 16) in the 2024 surveys all exceeded the targets and are shown below in the table displaying the results of the Service Charter.

- Quality delivered

The ENAC regulations outline the methods for measuring and calculating each of the 8 indicators related to the quality provided (no. 1, 2, 3, 4, 7, 8, 10, 11). In 2024, monitoring was conducted continuously, resulting in over 16,000 registrations for the PRM cluster alone.

These indicators also met or exceeded the set objectives and are listed in the table below.

The table below shows all the indicators of the Service Charter, PRM Section.

Indicators 1, 11, and 13—highlighted in yellow—are also included in the Quality Plan of the 2024/2027 Program Contract, as detailed in the next paragraph.



**SERVICES CHARTER - PRM indicators subject to publication (GEN-02B)**

QUALITY FACTORS	NO.	INDICATORS	UNIT OF MEASUREMENT	2024 TARGET	2024 RESULT
EFFICIENCY OF ASSISTANCE SERVICES	1	For PRM departing with pre-notification: waiting time to receive assistance, from one of the airport's designated points, in the case of pre-notification	Waiting time in minutes 90% of cases	03:45	03:25
	2	For PRM departing without pre-notification: waiting time to receive assistance, from one of the airport's designated points, having notified of one's presence	Waiting time in minutes 90% of cases	06:55	04:00
	3	For PRM arriving with pre-notification: waiting time on board for disembarkation of PRM, after the last passenger has disembarked	Waiting time in minutes 90% of cases	04:00	03:47
	4	For PRM arriving without pre-notification: waiting time on board for disembarkation of PRM, after the last passenger has disembarked	Waiting time in minutes 90% of cases	06:55	03:33
PERSONAL SAFETY	5	Perception of the condition and functionality of available vehicles and equipment	% satisfied PRM passengers	97.5%	99.6%
	6	Perception of the adequacy of staff training	% satisfied PRM passengers	97.5%	99.7%
AIRPORT INFORMATION	7	Accessibility: amount of essential information accessible to persons with visual, hearing and motor disabilities compared to the total amount of essential information	% accessible essential information out of total amount of essential information	100%	100.0%
	8	Completeness: amount of information and instructions, relating to services offered, available in accessible format compared to the total amount	% information/instructions relating to services in accessible format out of the total amount of	100%	100.0%
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signs	% satisfied PRM passengers	97.5%	99.8%
PASSENGER COMMUNICATION	10	Number of responses provided in the set times compared to the total number of information requests received	% responses provided in set times out of the total number of requests	100%	100.0%
	11	Number of complaints received compared to the total PRM traffic	% complaints received out of total PRM traffic	0.03%	0.01%
AIRPORT COMFORT	12	Perception of the effectiveness of the PRM assistance	% satisfied PRM passengers	99.5%	99.8%
	13	Perception of the level of accessibility and usability of the airport infrastructures: car park, call intercoms, dedicated rooms, toilets, etc.	% satisfied PRM passengers	90.0%	97.4%
	14	Perception of dedicated spaces for PRM to stay (e.g. Sala Amica or Friendly Room)	% satisfied PRM passengers	97.5%	99.8%
RELATIONAL AND BEHAVIOURAL ASPECTS	15	Perception of staff courtesy (infopoint, security, special assistance staff)	% satisfied PRM passengers	97.0%	99.5%
	16	Perception of the professionalism of staff dedicated to providing special assistance to PRM	% satisfied PRM passengers	97.5%	99.5%

## 2024 Program Contract Results

The indicators in the Program Contract related to PRMs are a subset of those listed in the PRM section of the Service Charter.

Compared to the previous contractual period, the 2024-2027 four-year period includes one additional PRM indicator compared to the two in the 2020-2023 period. In fact, three out of the ten parameters in the Quality Plan of the Program Contract, which began in 2024, focus on services for passengers with disabilities or reduced mobility.

Below are the details of the three PRM indicators in the Program Contract, along with their corresponding numbers in the Service Charter:

Program Contract		Service charter	
#	Indicator code	Indicator number	Indicator description
4	PRM.1	PRM.1	For departing PRMs with pre-notification: Waiting time to receive assistance from one of the designated points at the airport, in case of pre-notification
5	PRM.10	PRM.13	Perception of the level of accessibility and usability of airport infrastructure: parking, intercoms, dedicated rooms, restrooms, etc.
7	CDS.33	PRM.11	Number of complaints received compared to total PRM traffic

- Indicator 4 – "For PRM departing with pre-notification: Waiting time to receive assistance from one of the designated points at the airport, in case of pre-notification" is a quality parameter that reflects the efficiency of the service, as it shows the waiting time to receive assistance once you have notified your presence at the airport.
- Indicator 5 – "Perception of the level of accessibility and usability of airport infrastructures: parking, call intercoms, dedicated rooms, toilets" is a perceived quality parameter that reflects the degree of satisfaction with the accessibility and usability of dedicated airport infrastructures. It represents a variety of aspects that contribute to the PRM customer experience.
- Indicator 7 – "Number of complaints received in relation to total PRM traffic" shows the incidence of complaints compared to the volume of PRM assistance provided. This is a crucial indicator of the "airport system's" performance, helping to identify potential opportunities for improvement. The three PRM indicators of the Program Contract Quality Plan for 2024 have been achieved, as shown in the following table, which displays the results of the Base Year and the Bridge Year, along with the 2024 performance:

#	Indicator Code	Indicator Description	Weight	Base Year 2022 (actual)	Bridge Year 2023 (actual)	Year 1 - 2024	
						Target	Actual
4	PRM.1	For departing PRMs with pre-notification: Waiting time to receive assistance from one of the designated points at the airport, in case of pre-notification	10.0%	3'48"	3'20"	3'45"	3'25"
5	PRM.10	Perceived accessibility and usability of airport infrastructures: parking facilities, intercoms to call for assistance, special rooms, bathroom facilities	10.0%	89.3%	96.9%	90%	97.40%
7	CDS.33	Number of complaints received compared to total PRM traffic	12.0%	0.03%	0.02%	0.03%	0.01%

### *Collaboration with associations representing people with disabilities*

- CPD - Consultation for People in Difficulty

Regarding services for passengers with disabilities or reduced mobility, the well-known collaboration with the CPD - Council for People in Difficulty continues.

SAGAT has confirmed its financial support for CPD in the implementation of the "Caselle for All" project, aimed at enhancing the airport's accessibility for travelers with specific needs, physical-motor disabilities, or sensory impairments. The project takes the form of a solidarity service for equipped airport-city transportation, which can be booked through the dedicated toll-free number managed by the CPD. In 2024, 277 solidarity transport trips were made, with 266 of them using equipped vehicles. The service is described on our website at <https://www.aeroportoditorino.it/it/tofly/informazioni-utili-per-il-volo/passeggeri-a-ridotta-mobilita/trasporti-e-parcheggi>

Throughout the year, SAGAT maintains operational contacts with CPD related to the management of ordinary activities. At least once a year, a meeting is held to review activities, analyze service levels, share opinions and opportunities for improvement, and lay the groundwork for the following year's activities. In 2024, this meeting took place on December 4, with the participation of ENAC representatives.

To promote a culture of travel accessibility, SAGAT has signed an agreement with Turismabile, a project of the Piedmont Region implemented by CPD. This initiative aims to enhance accessibility and usability for tourists in Piedmont, with the goal of promoting Piedmont as a tourist destination for everyone. For more information, visit our website: [www.aeroportoeditorino.it/it/tomove/turismo/turismo-accessibile](http://www.aeroportoeditorino.it/it/tomove/turismo/turismo-accessibile)

- Italian Union of the Blind and Visually Impaired

In 2024, a collaboration was initiated with the Italian Union of the Blind and Visually Impaired (UICI Piedmont) to enhance the experience of this PRM category. This was achieved through advice and suggestions, aimed at facilitating the autonomous movement of blind and visually impaired individuals within the airport. Improvements were made to tactile guidance, Braille signage, and call points, and suppliers were evaluated for their development of communication methods to compensate for partial or total vision loss.

- National Agency for the Protection and Assistance of the Deaf

Through the ENS, preliminary contacts were also made with the company that designed and developed a digital platform to enable deaf people to communicate in real time, thanks to the simultaneous interpretation of content into Italian Sign Language (LIS) by interpreters.

### *Project "Autism – Navigating the Airport"*

SAGAT S.p.A. has continued its commitment to the "Autism - traveling through the airport" project, developed by ENAC in collaboration with Assaeroporti, industry associations, and airport management companies. This initiative aims to facilitate airport access and air travel for individuals with autism spectrum disorder.

In 2024, we conducted 6 familiarization visits at the airport and assisted 77 PRMs with autism spectrum disorder, including 69 departures and 8 arrivals.

### *FlyingAngels' salvALI*

Turin Airport has joined the project sponsored by ENAC, known as #salvALI, which is carried out by FlyingAngels, a non-profit organization specializing in the air transport of seriously ill children and their companions to receive life-saving treatments not available in their home country.



In 2024, no requests for assistance were received for this highly sensitive type of passenger.

*Memorandum of Understanding with RFI (Integrated PRM Assistance from Train to Plane)*

The integrated assistance service from train to plane, designed for travelers with disabilities and reduced mobility, is the focus of the agreement signed in September 2024 between SAGAT and RFI-Rete Ferroviaria Italiana, a company within the FS Group.

The agreement's contents were shared with ENAC and designed based on the Authority's guidelines, aiming to provide a more inclusive service and ensure a smooth journey for all passengers. Through the collaboration agreement, PRMs are assisted during boarding and disembarking from both trains and planes by dedicated and properly trained personnel. It is the responsibility of the airport staff to assist travelers up to the interchange meeting point, where PRMs are welcomed and accompanied to the train by personnel appointed by RFI, and vice versa. The service is available for all trains departing from or arriving at the Turin-Caselle Airport station.

*Training on PRM-related topics*

In accordance with Circular GEN-02B, the training for assisting individuals with disabilities or reduced mobility is structured as follows:

- Module I: This 4-hour module is mandatory for all employees of all companies operating at the airport, including temporary and subcontracted staff, who may come into contact with PRMs. Although not required by law, SAGAT has adopted a more stringent policy as a best practice since 2024: all SAGAT Group personnel, regardless of their role, must complete this training module.
- Module II: This 8-hour module is mandatory for SAGAT operators or those working on behalf of SAGAT who provide assistance to PRM passengers.

In 2024, a total of 2,100 hours of training were provided, involving 609 participants, including 444 from the SAGAT Group and 165 employees from other companies.

The e-learning training involved 460 learners, totaling 1,500 hours of training, which accounted for 71% of the total training provided.

**g. Indication of the methods of conducting the PRM service (carried out directly by the Manager or entrusted to third parties)**

The assistance service for disabled persons or persons with reduced mobility (PRM) is managed by the Manager Company of Turin Airport, SAGAT S.p.A.



The operations are guaranteed 7 days a week, 365 days a year, in the approximate timeframe between 4am and midnight (subject to specific requirements) and the service is carried out even if changes are made to flight times (early arrivals and/or delays) or if there are any unscheduled flights or emergencies. Upon arrival at the airport, passengers can activate the service at the call points, the check-in desks or the information office; following the call, the PRM operator goes to meet the passenger and accompanies him/her until boarding on the aircraft.

The PRM assistance service consists of the following activities:

- assistance from the designated request points inside and outside the Terminal;
- transfer from the request point to the check-in desk;
- fulfilment of the passenger and baggage registration formalities;
- assistance from the check-in desk to the aircraft, completing immigration, customs and security checks;
- assistance in placing the baggage on board along with any wheelchair or other boarded aid;
- boarding onto the aircraft, by way of lifts, wheelchairs or other specific assistance to the seat;
- assistance from the seat to the aircraft door and disembarkation from the aircraft, by way of lifts, wheelchairs or other specific means of assistance;
- assistance from the aircraft to the baggage claim hall and collection of baggage, completing immigration and customs checks;
- assistance from the baggage claim hall to a designated point;
- assistance to reach the means of transport in the car park, bus stop or railway station if the arriving passenger is not met by a chaperone;
- help with taking connecting flights, if in transit, with assistance on board and on the ground, inside the terminals and between them, depending on specific requirements;
- assistance with using the toilet, if necessary;
- ground support for recognised assistance dogs, where appropriate. When a PRM passenger is supported by a chaperone, the latter must, where necessary, be able to provide assistance at the airport;
- ground assistance for all necessary mobility equipment, including electric wheelchairs, subject to prior notice of 48 hours and limited to the space available on board the aircraft as well as in respect of the relevant legislation on dangerous goods;
- ground assistance to obtain the temporary replacement of mobility equipment that has been damaged or lost, keeping in mind that the replacement with comparable devices may not be feasible;

- ground assistance with accessing flight information;
- ground assistance during the flight and prior familiarization with the touch points (carried out by suitably trained personnel) for passengers with autism spectrum disorders.

The activity of driving special vehicles (Ambulifts and Aviramps) for transporting PRM from the airport to the aircraft (and vice versa) is also carried out by the airport Manager.

Furthermore, to guarantee the continuity of operations during sudden peaks in work and to replace absent personnel, the Manager uses staff employed under fixed-term agency employment contracts. The supplier guarantees coverage of any unplanned requirements by way of an availability service that is active 24/7.

All staff members involved in the PRM assistance service (both that provided by the Manager and that under the remit of suppliers) receive the training required by the relevant regulations along with periodic refresher courses.

#### **h. Information on the workforce component and the number of annual employees (FTE) dedicated to the PRM service and the respective cost**

The service organisation requires the daily presence of dedicated personnel from 4am to midnight, along with the presence of at least one (1) staff member even before and after these hours, if flights are early and/or delayed.

The number of staff members, operating both in the landside and airside areas, varies according to the flight schedule linked to the summer and winter seasons and based upon the number of reserved PRM, supplemented by a number of additional staff members for requests by passengers who have not reserved assistance according to the timescales established by Reg. EC 1107/2006 and by the ENAC circular.

The total average number of staff members per year in 2024 (in FTE) dedicated to the PRM service is 44.79 of which 8 FTE through fixed-term employment contracts. The cost of employed staff amounts to Euro 1,947,718 to which the cost of indirect personnel, relating to the other cost centres, must be added, in the amount of Euro 1,015,715 .

The year 2024 saw a 9.8% increase in airport assistance, which led to a strengthening of the workforce in this sector as well.



**i. List and number of main infrastructures and equipment used to perform the PRM assistance service**

Turin Airport has the following set of vehicles and equipment:

- no. 4 Ambulifts, one of which 2 are full electric + 1 Aviramp + 1 Fiat Ducato Maxi car, Minibus Power Metropolis 160 multijet model
- no. 107 wheelchairs, of which:
  - no. 1 for children
  - no. 15 for obese people
  - no. 12 wheelchairs for movement inside the aircraft corridor (on fingers or ambulifts)
  - no. 4 motorised
  - no. 75 manual
- transfer boards for the disabled
- handling belts for the disabled

The available infrastructures for performing the service are the following:

- 11 call points including
  - o 1 remote / railway ck
  - o 1 bus terminal
  - o 3 departures/arrivals terminals
  - o 5 call points in the car parks
  - o 1 call point at the landside Sala Amica (Friendly Room);
- Sala Amica airside located at the landside departures floor terminal
- Sala Amica airside, near gate 14
- 02 anti-theft collection points at airside arrivals
- 03 anti-theft collection points at landside departures

j. Indication of the amount and types of annual assistance, according to the classification indicated 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 no.2

In 2024 Turin Airport recorded a total of 40,613 PRM, broken down according to the types indicated in the following table, of which **33.6%** were not reserved (7.8% passengers and 25.8% airline).

Types of assistance	Reserved	Not reserved		TOTAL
		Passengers	Airline	
BLND	1120	49	253	1.422
WCHR	6479	923	2925	10.327
WCHS	11846	1960	5633	19.439
WCHC	6381	138	1321	7.840
DEAF	627	54	182	863
DPNA	518	46	158	722
<b>TOTAL</b>	<b>26.971</b>	<b>3.170</b>	<b>10.472</b>	<b>40.613</b>
	<b>66,4%</b>	<b>7,8%</b>	<b>25,8%</b>	

Key

<b>BLND:</b> visually impaired or blind people	<b>WCHC:</b> Completely immobile people who are not self-sufficient on board and require complete assistance
<b>WCHR:</b> people who cannot travel long distances but can go up and down stairs and move independently	<b>DEAF:</b> People with hearing disabilities
<b>WCHS:</b> people who cannot travel long distances, and who cannot go up and down stairs but are independent on board	<b>DPNA:</b> People with intellectual or behavioural disabilities

