



***ANNUAL INFORMATION DOCUMENT***

# **SAGAT S.p.A.**

**Annual Information Document**

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## Introduction

In the month of September 2019, the company SAGAT S.p.A., holder of the concession for the management of the Turin Airport (hereinafter, "the Company"), launched its User Consultation Procedure concerning the proposed revision of airport fees for the period 2020-2023, in accordance with the Airport Fee Regulation Guideline for airports with traffic of between 3 million and 5 million passengers per year (hereinafter, "Guideline 2"), as approved by the Transport Authority (hereinafter, "the ART") under Resolution No. 92/2017.

In compliance with the provisions of paragraph 5.2.1 of Guideline 2, the Company prepared the present "Annual Information Document", in order to provide Users of the Airport with the appropriate updates of the elements that contribute to the definition of the airport fees.

To this end, the Company published the Annual Information Document on its website on 30 September 2020, sent to the ART., complete with the information called for under paragraph 5.2.1, point 2, of Guideline 2, and specifically:

- a. progress status of the investments included in the Four-Year Plan and in the related timeline;
- b. variations (decrease or increase) of the operating/administrative costs that are taken into account in the calculation of airport charges and fees;
- c. Updating/confirmation of the annual k and v fee parameters compared to the estimates for the bridge year of the regulatory period;
- d. level of quality and environmental PIs obtained in the previous year (2019), compared with the target levels set in the "Quality and Environmental Protection Plan" for the same year;
- e. preliminary balance 2020 for WLUs and Service Units;
- f. calculation of fees for the subsequent year (2021);
- g. updates, if any, to the investments agenda for the remaining years of the regulatory term;
- h. urgent interventions, if any, not included in the Four-Year Plan and to be implemented in the remaining years of the regulatory period;
- i. date of convocation of the public hearing.

The present Document also includes a specific section (paragraph j) on the Service Level Agreement reached with the Users during the Consultation Period.

The necessary documents for monitoring the status of the management company's compliance with its obligations under the Four-Year Investment Plan and the Quality and Environmental Protection Plan impacting parameters K, V and  $\epsilon$  were sent to the ENAC for validation.

After the public hearing, the Company will publish the amounts of the airport fees on its website, doing so in timely fashion. Unless the ART decides otherwise, the fees will become effective on 1 January 2021. At the same time, the Company will implement the necessary actions to advise the IATA ticketing network and it will submit the minutes of the hearing and the results of ENAC's validation of parameters K, V and  $\epsilon$  to the Authority, providing evidence of any corrections applied to the fees published at the time of the opening the Hearing.

**a. Progress status of the investments included in the Four-Year Plan and related timeline**

In compliance with paragraph 5.2.1, letter 2 a) of Guideline 2, the following table provides a summary of the progress status of the investments included in the Four-Year Plan for the years 2019-2020, which were funded by the Company with its own resources.

PQ Code		FORECAST [€1000's]			MONITORING [€ 1000's]			Delta
		Year 2019	Year 2020	Total 2019-2020	Year 2019*	Year 2020**	Total 2019-2020	2019-2020
1	FLIGHT INFRASTRUCTURE INITIATIVES	540	936	1,476	566	60	626	-850
2	TERMINAL WORK	3,464	850	4,314	4,063	410	4,473	159
3	OTHER BUILDINGS	0	0	0	0	0	0	0
4	NETWORKS AND SYSTEMS	730	0	730	726	0	726	-4
5	SYSTEMS OF ACCESS, INTERNAL ROADWAYS, PARKING	0	0	0	0	0	0	0
6	SECURITY	100	4,300	4,400	398	813	1,211	-3,189
7	EXTRAORDINARY MAINTENANCE PLAN	4,208	4,275	8,483	2,194	1,635	3,829	-4,654
8	OTHER WORK	200	300	500	391	210	601	101
9	QUALITY PLAN	0	40	40	0	40	40	0
10	ENVIRONMENTAL PROTECTION PLAN	0	0	0	0	0	0	0
11	CARGO (ENAC PROJECT)	0	0	0	0	0	0	0
12	SUPPLIES	1,666	2,240	3,906	2,457	1,500	3,957	51
	<b>Total</b>	<b>10,908</b>	<b>12,941</b>	<b>23,849</b>	<b>10,796</b>	<b>4,668</b>	<b>15,464</b>	<b>-8,385</b>

(\*) Actual

(\*\*) Actual gen-ago; monitoring set-dic

As shown on the table, the Company estimates that it will invest, in the period 2019-2020, a total of approximately 15.5 million euros, amounting to approximately 8.4 million euros less than what was planned under the Four-Year Plan illustrated during the Consultation Period, due primarily to the inevitable postponements and revisions of projects as a result of the Covid-19 pandemic that broke out in the second year of the Plan (2020) and has not yet concluded.

The most meaningful variations in the different areas of investment regard:

1 – FLIGHT INFRASTRUCTURE PROJECTS: decrease of 850 thousand euro in investments, due to the enlargement of the kilo apron not being carried out (because no agreement was reached with the aeronautics operator interested in utilising the area) and the postponement of the blast-pad area investment, currently in the planning stage;

2 – WORK ON THE TERMINAL: increase of 159 thousand euro in investments, following increased upgrading and renovation work in the year 2019 on levels +0.00 and +10.93 of the passenger terminal;

6 – SECURITY: decrease of 3.189 million euro investments due to revised planning of the supply and installation of EDS Standard 3 security equipment for the X-ray control of luggage, plus related investments for the necessary modifications of the baggage handling lines (BHS);

7 – EXTRAORDINARY MAINTENANCE PLAN: decrease of 4.654 million euro in investments following the postponement, to subsequent years of the primary investment for the replacement of boarding bridges, as well as investments in internal roadways and parking, especially as regards the upgrading of the last floor of the airport multilevel parking facility;

8 – MISCELLANEOUS INITIATIVES – An increase of 101 thousand euro in miscellaneous investments for construction and plant-engineering work on airport buildings and constructed and plant-engineering infrastructures;

12 – SUPPLIES: Investments increased by 51 thousand euro due to the COVID emergency. The following table shows the breakdown of such investments for 2020 and 2021.

ACTIVITIES CONNECTED WITH THE COVID EMERGENCY (CAPEX)							
Type of activity	Investments plan item	FORECAST Year 2020	MONITORING Year 2020	Delta	FORECAST Year 2021 (initial)	FORECAST Year 2021 (updated)	Delta
Activities to ensure proper distancing among passengers and operating personnel	12.3.1.3	0	89	89	0	26	26
Thermo-scanner stations for passengers and operating personnel	12.3.1.3	0	78	78	0	0	0
Sanitisation of spaces	12.3.1.3	0	27	27	0	32	32
<b>Total divergence from K</b>		<b>0</b>	<b>195</b>	<b>195</b>	<b>0</b>	<b>58</b>	<b>58</b>

Since the month of January 2020, when the Council of Ministers declared a state of emergency for Italian territory due to the medical risk tied to the outbreak of pathologies from transmissible viral agents, SAGAT has cooperated with the government authorities (the Ministry of Health, the Civil Defence Department, the ENAC Civil Aviation Authority and the Ministry of Infrastructure and Transportation) in defining a set of actions meant to contain the spread of the Covid-19 virus by air transportation. In order to safeguard the medical wellbeing of passengers, and of the personnel employed at the airport, SAGAT estimates that, as of the date of publication of the present document, it has sustained investments of 195 thousand euro to deal with the Covid-19 medical emergency in 2020, attributable to regulated activities, as well as work on the airport’s infrastructural/operational framework, plus the equipment and supplies needed to take the temperature of patients in the terminal.

- b. Variations (decrease or increase) of the operating/administrative costs that are taken into account in the calculation of airport charges and fees

In compliance with paragraph 5.2.1, point 2 b), of Guideline 2, the table summarising the updates of parameter k for investments is shown below, followed by the table on updates of parameter v.

This last parameter regards, though solely for the regulated portion, incremental charges applied in the year 2019 due to the enactment of new statutory and/or regulatory measures.

Type of costs [€ 1000's]	Guideline costs	Certified 2019 figures	Delta	
Operating costs (opex) of which	<b>15,892.2</b>	<b>15,544.7</b>	-347.6	
<i>Consumables</i>	1,134.8	1,032.5	-102.3	
<i>Maintenance</i>	2,198.6	2,209.4	10.8	
<i>Cleaning</i>	718.8	739.0	20.1	
<i>Utilities</i>	2,516.5	2,547.3	30.8	
<i>Third-parts services</i>	6,508.2	6,273.6	-234.6	
<i>General expenses</i>	2,338.1	2,253.8	-84.3	
<i>Leasehold costs</i>	477.3	489.2	11.8	
Personnel costs	<b>11,297.3</b>	<b>11,871.5</b>	574.2	
Concession fee expenses(*)	<b>2,637.0</b>	<b>2,654.0</b>	17.0	
<b>Total operating costs</b>	<b>29,826.6</b>	<b>30,070.2</b>	243.7	0.82%

(\*) Includes: concession fee, security fee, etc.

The figures from the certified regulatory accounting for 2019, as indicated above, refer only to operating costs included under parameter x, as per art. 8.4.2 of Guideline 2, and are essentially in line with the figures contemplated under the guideline.

- c. Updating/confirmation of the annual k and v fee parameters compared to the estimates for the bridge year of the regulatory period



In compliance with paragraph 5.2.1, point 2 c), of Guideline 2, the table summarising the updates of parameter k for investments is shown below, followed by the table on updates of parameter v.

As indicated in paragraph a), the Company recorded a lower figure for investments in the two-year period 2019-2020 than what was foreseen in the Four-Year Plan, resulting in a discrepancy of -1.211 million euro in parameter “K”. The following table details the differences:

Coast admitted under K parameter ['000 €]	FORECAST [€1000's]		MONITORING [€1000's]		Delta [€1000's]	
	2020	2021	2020	2021	2020	2021
Variations in remuneration of fixed assets 2019*	926.7	804.6	864.2	740.2	-62.5	-64.4
Variations in amortisation 2019*	1,451.9	1,466.5	1,466.7	1,481.4	14.8	14.9
<b>Total variations 2019 (K 2020)</b>	<b>2,378.6</b>	<b>2,271.1</b>	<b>2,330.9</b>	<b>2,221.6</b>	<b>-47.7</b>	<b>-49.5</b>
Variations in remuneration of fixed assets 2020**	0.0	1,114.9		602.3	0.0	-512.6
Variations in amortisation 2020**	0.0	1,550.5		901.4	0.0	-649.0
<b>Total variations 2020 (K 2021)</b>	<b>0.0</b>	<b>2,665.3</b>	<b>0.0</b>	<b>1,503.7</b>	<b>0.0</b>	<b>-1,161.6</b>
<b>Totale discontinuità da K</b>	<b>2,378.6</b>	<b>4,936.4</b>	<b>2,330.9</b>	<b>3,725.3</b>	<b>-47.7</b>	<b>-1,211.1</b>

(\*) Actual

(\*\*) Actual gen-ago; monitoring set-dic

With regard to Parameter “V”, the following table shows the incremental expenses for the years 2020 and 2021, tied to the enactment of new standards and/or regulatory measures.

Costs admitted under Parameter V	FORECAST	MONITORING	Delta	FORECAST Year	FORECAST Year	Delta
	Year 2020	Year 2020		2021 (start)	2021 (updated)	
EASA - Aerodrome Operations Engineering	45	30	-15	45	45	0
Cyber security	45	45	0	45	45	0
Security management system	45	0	-45	45	20	-25
E-Gate facilitator	65	16	-49	65	8	-57
Operating costs due to Covid-19 emergency	0	350	350	0	455	455
<b>Total Parameter V</b>	<b>200</b>	<b>440</b>	<b>240</b>	<b>200</b>	<b>573</b>	<b>373</b>

EASA - Aerodrome Operations Engineering, Security Management System and e-gate Facilitator:

reduction of the amounts budgeted for 2020 and 2021, due to the Covid crisis and the resulting decrease in traffic and services.

Cyber security: Cyber security activities for the two-year period 2020-2021 have been planned with the objective of bringing services, procedures and infrastructures in line with the provisions of the (EU) Implementation Regulation 2019/1583, which modifies (EU) Regulation 2015/1998, set to go into force on 31 December 2021. This is the reason for the series of focussed security and risk assessments carried out by third-party operators qualified in cyber security, to be followed by the enactment of measures suitable to meeting the objectives set. In the meantime, Sagat is removing software products, as well as hardware and network infrastructures, that, having become obsolete, are no longer deemed to comply with the required standards. Old servers are being decommissioned through the use of new virtualisation platforms, electron-mail services have been migrated and files shared on the Microsoft Cloud, with adjustments made in certain company cyber security procedures that were showing signs of fragility (authentication policy, expiration and complexity of individual passwords, introduction of multifactor authentication). In addition, plans have already been made for the replacement, in the year 2021, of the core equipment of the LAN network and the company firewalls.

COVID emergency costs: to safeguard the medical wellbeing of passengers, as well as the passengers employed at the Airport, SAGAT estimates that, as of the date of publication of the present document, it has sustained costs of 350 thousand euro in the year 2020 for regulated activities essentially consisting of the performance of services by third parties that man the thermo-scanner stations (the Italian Red Cross), plus the personnel employed in operations of sanitisation and the surveillance of the access points to the Airport, as modified due to the medical emergency.





The following table presents the main categories of costs, plus the related quantities.

Costs admitted under Parameter V	COSTS CONNECTED TO COVID EMERGENCY (OPEX)					
	FORECAST	MONITORING	Delta	FORECAST Year	FORECAST Year	Delta
	Year 2020	Year 2020		2021 (start)	2021 (updated)	
Services	0	261	261	0	392	392
Utilities	0	14	14	0	15	15
Materials	0	75	75	0	47	47
Contractual maintenance	0	1	1	0	1	1
<b>Total divergence from V</b>	<b>0</b>	<b>350</b>	<b>350</b>	<b>0</b>	<b>455</b>	<b>455</b>

**d. Level of quality and environmental PIs obtained in the previous year (2019), compared with the target levels set in the "Quality and Environmental Protection Plan" for the same year**

In compliance with paragraph 5.2.1 letter 2 d) of Guideline 2, the following table compares the levels of the quality and environmental PIs for the year 2019 with the target values indicated in the Quality and Environmental Protection Plan for the same year.



Quality Performance Indicator	Weight	Anno 2019	
		Target	Result
1 Time of delivery of first luggage item	8.0%	18:16	19:25
2 Time of delivery of last luggage item	8.0%	23:48	25:39
3 Perceived cleanliness and operating efficiency of bathrooms	14.0%	88.0%	94.0%
4 Waiting time at security controls	15.0%	08:00	04:30
5 PRM - Waiting time for departing pax to receive prearranged assistance once they announce their presence	15.0%	06:00	04:32
6 PRM - Perception of effectiveness of assistance	10.0%	99.1%	100.0%
7 Overall departing luggage mislaid due to airport	7.5%	0.14%	0.11%
8 Reliability of baggage handling system (BHS)	7.5%	100.0%	100.0%
9 Efficiency of internal transfer systems (lifts and escalators)	7.5%	98.3%	99.8%
10 Perception of quality and punctuality of services received in airport	7.5%	97.4%	99.9%
<b>Parameter Q</b>		<b>1.000</b>	

Environmental Performance Indicator	Weight	Year 2019	
		Target	Result
1 New lighting systems replacing the existing ones, with low-consumption equipment (LED, fluorescence, etc.)	43.0%	56.34%	56.00%
2 Reduced energy consumption with high-efficiency climate-control systems	43.0%	80.85%	77.00%
3 Replacement of existing motor pool with vehicles that run on fuels of low environmental impact or reduced emissions (natural gas, biodiesel, electric traction, hydrogen, hybrid)	14.0%	20.93%	21.00%
<b>Parameter α</b>		<b>0.141</b>	

The table below shows the values of parameters  $q$  and  $\alpha$  - determined in compliance with the provisions in paragraph 8.14 of Guideline 2 - and the consequent value of parameter  $\epsilon$ , which is taken into account in determining the new fees valid from 1 January 2021.

<b>Parameter Q</b>	[a]	<b>1.000</b>
<b>Weight of parameter Q</b>	[b]	<b>50.00%</b>
<b>Parameter a</b>	[c]	<b>0.141</b>
<b>Weight of parameter a</b>	[d]	<b>50.00%</b>
<b>Incidence of REG income out of TOT income for Base Year</b>	[e]	<b>65.00%</b>
<b>Parameter <math>\epsilon</math></b>	$[a*b+c+d]/100*[e]$	<b>0.37%</b>

**e. Preliminary balance 2020 for WLUs and Service Units**

In compliance with paragraph 5.2.1 letter 2 e) of Guideline 2, the following table shows the preliminary balance of traffic volumes for the year 2020.

TRAFFIC UNITS	FORECAST Year 2020	PRELIMINARY BALANCE Year 2020	Delta %
<b>TOTAL PAX</b>	<b>4,009,691</b>	<b>1,562,265</b>	<b>-61.0%</b>
<i>of which regularly scheduled</i>	3,870,699	1,493,961	-61.4%
<i>of which chartered</i>	126,127	65,077	-48.4%
<i>of which general aviation and other smaller groups</i>	12,865	3,227	-74.9%
<b>Departing pax</b>	<b>1,977,733</b>	<b>784,902</b>	<b>-60.3%</b>
<i>of which, EU Commercial Aviation</i>	1,913,723	756,913	-60.4%
<i>of which, non-EU Commercial Aviation</i>	60,112	26,496	-55.9%
<i>of which, General Aviation</i>	3,898	1,493	-61.7%
<b>TOTAL MOVEMENTS</b>	<b>43,728</b>	<b>20,422</b>	<b>-53.3%</b>
<i>of which regularly scheduled</i>	33,935	15,361	-54.7%
<i>of which chartered</i>	955	443	-53.6%
<i>of which general aviation and other smaller groups</i>	8,839	4,618	-47.8%
<b>TOTAL TONNAGE</b>	<b>2,239,850</b>	<b>1,074,261</b>	<b>-52.0%</b>
<i>of which regularly scheduled</i>	2,063,842	1,001,346	-51.5%
<i>of which chartered</i>	70,023	36,087	-48.5%
<i>of which general aviation and other smaller groups</i>	105,985	36,828	-65.3%
<b>GOODS AND MAIL (in 100's of kilos)</b>	<b>3,875</b>	<b>973</b>	<b>-74.9%</b>
<b>TRAFFIC UNITS (WLU)</b>	<b>4,000,701</b>	<b>1,560,011</b>	<b>-61.0%</b>

**f. Calculation of fees for the subsequent year (2021)**

The main phases in the process of updating the fees applied at the Turin Airport during the year 2019 are summarised below:

- on 21 October 2019, the Company formally submitted to the ART its final airport fee adjustment proposal, complete with all the necessary documentation, advising the authority of the closing of the user consultation procedure concerning the proposal for the airport fee adjustment to be applied in the regulatory period 2020/2023;
- with Resolution No. 145 of 20 November 2019, the ART ruled that the airport fee adjustment proposal submitted by the Company was compliant with the reference guideline, subject to application of a number of corrections under a new proposal to be submitted to the ART within 60 days of the publication of the resolution in question. The ART further approved the application, effective from 1 Jan 2020, and temporarily up until 28 March 2020, of the fees that resulted from the consultation concluded on 21 October 2019. Finally, the ART proposed recalculation of the fees for the entire regulatory term, with adoption of the corrections referred to above, and with the new level to be applied from 29 March 2020;
- on the date of 16 January 2020, the Company sent to the ART the new fee proposal for the period 2020 – 2023, updated by including the corrections referred to under ART resolution 145/2019 cited above;
- under resolution 12 of 30 January 2020, the ART deemed that the new proposal for the revision of airport fees, presented by the Company following the Consultation and the incorporation of the corrections called for under Resolution no. 145 of 2019, complied with the pertinent fee guideline;
- in meeting the relevant provision of ART Resolution 145/2019, the Company, starting from 1 January 2020 and running through 28 March 2020, applied the fee levels produced by the Users Consultation on a temporary basis.

As regards to the updating of airport fees for 2021, it should be noted that the new fees for that year were recalculated in compliance with the provisions of Guideline 2, and with the instructions given under Resolution 145/2019, meaning that the starting point for this recalculation was the fee level approved under Resolution 12/2020, updated by an adjustment for the temporary application of the new fee levels up until 28 March 2020.

Specifically, the Company, starting from those fee levels, adjusted the calculation by enacting the realignments called for under the regulatory reference guideline, which realignments had been determined in accordance with the status of implementation of the investments for 2019 (parameter K 2020) and 2020 (parameter k 2021), and with the charges arising from statutory obligations (parameters v 2019, 2020 and 2021, in particular on account of emerging COVID costs).

The above cost monitoring resulted in a fee compensation in favour of Sagat, to be implemented in its entirety in 2021, according to the traffic units reported in the Traffic Plan and capitalized at the nominal return rate (10.04%) provided for under Guideline 2, art. 8.12 point 13.

The updates resulted in the following 3 adjustments, whose overall effect was a positive impact of 123 thousand euro for the Manager:

- an adjustment based on including the parameter V figures entered on the 2019 balance-sheet compared to what was entered under the Fee Guideline of September 2019: an adjustment of approximately 63 thousand euros in favour of the Users;
- an adjustment for the new fees for 2020, which take into account the corrections introduced under Resolution 145/2019, for the period of 1 Jan. 2020-28 March 2020: a positive correction of approximately 90 thousand euro for users;
- an adjustment for the application of the new fees for 2020, recalculated to include the K 2020 values (based on the 2019 balance-sheet figures) and the V 2020 parameter containing the costs tied to the COVID emergency for the period from 1 Jan. 2020 to 31 Dec. 2020: a positive adjustment, for the Manager, of approximately 276 thousand euro.

The table showing the new fees in force from 1 January 2021, compared with the fees currently in force, through 31 December 2020.

Products	Charges	New 2021 charges with € indicator	2020 charges now applicable	GAP
Passengers charges	€/departing passengers (weighted average)	11,09	10,76	0,34
	€/pax, EU Adult, departing passengers	11,17	10,83	0,34
	€/pax EU Child, departing passengers	5,59	5,42	0,17
	€/pax Extra-EU Adult, departing passengers	16,76	16,25	0,51
	€/pax Extra-EU Child, departing passengers	8,38	8,12	0,26
Take-off and landing SUMM	€/Tonne (weighted average)	1,66	1,66	0,00
	€/Tonne up to 25 Tons	1,56	1,56	0,00
	€/Tonne > 25 Tons	1,73	1,73	0,00
Take-off and landing WINTE	€/Tonne (weighted average)	2,26	2,24	0,01
	€/Tonne up to 25 Tons	2,12	2,11	0,01
	€/Tonne > 25 Tons	2,36	2,35	0,01
Aircraft Parking	€/MTOW per hours or fraction	0,35	0,35	0,00
Cargo Loading and unloading	€/Kg	0,02	0,02	0,00
Passengers Security	€/Departing passengers	2,66	2,63	0,03
Luggage Security	€/Departing passengers	1,34	1,33	0,01
400 Hz	€/Turnaround	100,37	100,63	-0,26
Check-in desks	€/hours/year (weighted average)	15,39	15,50	-0,11
	€/hours Positions B-C (hours 5-10 and 15-20)	20,30	20,43	-0,13
	€/hours Positions B-C (hours 10-15 and after 20)	16,09	16,20	-0,11
	€/year Positions B-C	35.655,97	35.891,42	-235,45
	€/hours Positions A-D-R (hours 5-10 and 15-20)	13,99	14,08	0
	€/hours Positions A-D-R (hours 10-15 and after 20) and inside check-in rooms	11,19	11,26	-0,07
	€/year Positions A-D-R and inside check-in rooms	25.523,50	25.692,04	-168,54
Rooms/Operating spaces	€/square meter (weighted average)	29,37	30,45	-1,08
	€/square meter/year Offices in main terminal	132,98	137,89	-4,91
	€/square meter/year Offices in cargo terminal	97,56	101,16	-3,60
	€/square meter/year Offices in general aviation terminal	148,73	154,22	-5,49
	€/square meter/year Technical rooms	72,07	74,74	-2,66
	€/square meter/year Locker rooms	55,33	57,38	-2,04
	€/square meter/year Indoor areas for vehicles shelter, warehouses, etc.	29,12	30,20	-1,08
	€/square meter/year Outdoor areas	8,74	9,06	-0,32
€/square meter/year Hangars	19,65	20,37	-0,73	
Oil Deposits	€/liter	0,0075	0,0075	0,00
Loading Bridges	€/hour or fraction	124,66	146,06	-21,40



**g. Updates, if any, to the investments agenda for the remaining years of the regulatory term**

An update in the investments agenda for the remaining years of the fee period has been planned, as a direct consequence of the drastic drop in traffic registered in the year 2020 following the outbreak of the Covid-19 pandemic, which shall undoubtedly linger (with effects that, in part, can still not be foreseen) in the years to come. The main items updated involve the deferral or spreading out of a number of investments included in the plan of initiatives approved by the ENAC for some time now, under PROT-01/08/2019-009615-P, both within and outside of the reference framework of 2020-2023.

The primary impacts of the above consist of:

- temporary suspension of investments for development of the northeast area of the Airport, involving the enlargement of the kilo apron and the development of an adjoining hangar zone, seeing that the aeronautical operator behind the development plan has lost interest, largely due to the current period of crisis;
- the plan for restructuring and revising flows of passengers in the terminal, called for under plans for the use of the terminal, has been temporarily suspended, until such time as it becomes clear when traffic levels will revive sufficiently to once again make a modification of the terminal worthwhile, meaning an annual passenger flow greater than or equal to that of 2019;
- postponement of the work to upgrade the top floor of the multilevel level parking facility, together with other investments in roadwork, again due to what is illustrated in the preceding point, and in accordance with the technical analyses on investment priorities;
- the spreading out, within the fee period, of the supply and installation of security equipment for the EDS Standard 3 x-ray control of hold baggage, plus the related investments in the necessary modifications in the lines of the baggage handling system (BHS);
- the spreading out, within the fee period, of the supply and installation of new loading bridges;

The new investments agenda could be subject to additional modifications in the years to come, starting from 2021, depending on the future course of the Covid-19 pandemic.



**h. Urgent interventions, if any, not included in the Four-Year Plan and to be implemented in the remaining years of the regulatory period**

This category covers all work on constructed and plant-engineering infrastructures, as well as steps taken to mitigate risks associated with the Covid-19 pandemic in the airport terminal area, in particular as regards the associated air travel facilities, infrastructures and service equipment. This work, a part of which has already been carried out and quantified for 2020, is currently subject to further reformulation and quantification for the years to follow, based on the procedures contemplated under ENAC guidelines LG 2020/001-APT (in the latest edition), and it shall be enacted, based on the future course of the pandemic, in accordance with any additional regulatory measures.

**i. Date of convocation of the public hearing**

In compliance with paragraph 5.2,1 point 2 i) of Guideline 2, the Public Hearing to inform the Users is scheduled for the date of 29 October 2020 at 10:00 am, at the registered office of the company SAGAT S.p.A., Strada San Maurizio, 12 -10072 Caselle Torinese – Room E.

**j. Monitoring of the Service Level Agreement**

Shown below are the figures gathered during the period January-September 2020 regarding the services performed by the Company and contemplated under the Service Level Agreement shared with the Users at the hearing held on the date of 16 October 2020.



	TRN Service	Livello Performance	NOTE												
1	<b>Baggage Handling System</b> flights delayed by 18> 15 min attributed to Sagat (delay code 1A)	Always 100%	NIL												
2	<b>Cute System Including gate readers and doors</b> flights delayed by 55 or 58 > 15 min attributed to Sagat (delay code 5A or 5B)	Always 100%	NIL												
3	<b>Waiting time for security controls</b> flights delayed by 85 > 15 min attributed to Sagat (delay code 8A)	Above 99%	Only one code 85 delay that was SAGAT's responsibility was registered: on 10 Feb. 2020 for flight FR03373. Given that there were a total of 221 FR flights in the month of February, monthly performance is 99.5 %.												
4	<b>400 HZ (remote stands 5XX)</b>	Always 100%	SAGAT, to deal with any malfunctions of the centralised 400 Hz systems (Fixed External Power - FEP) or the air-conditioning systems (Aircraft Preconditioned Air Unit - PCA), on the boarding fingers and 500 stands, has made available to carriers/handlers, free of charge, a Ground Power Unit (GPU) and an Air Condition Unit (ACU).												
5	<b>Jet bridge (finger) failure</b>	5 v flight out of performance	<table border="1"> <thead> <tr> <th>DATA</th> <th>N° VOLO</th> </tr> </thead> <tbody> <tr> <td>14-feb</td> <td>EN8850</td> </tr> <tr> <td>03-giu</td> <td>AZ1428</td> </tr> <tr> <td>04-giu</td> <td>AZ1417</td> </tr> <tr> <td>17-giu</td> <td>084502</td> </tr> <tr> <td>11-lug</td> <td>084090</td> </tr> </tbody> </table>	DATA	N° VOLO	14-feb	EN8850	03-giu	AZ1428	04-giu	AZ1417	17-giu	084502	11-lug	084090
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6	<b>Jet bridge (finger) system including GPU and ACU</b> flights delayed by 87F > 15 min attributed to Sagat (delay code 8B or 8C)	Always 100%	NIL												
7	<b>Safety - damaged aircraft due to FOD</b>	0 event	NIL												
8	<b>Safety - damaged aircraft due to Birdstrike</b>	0 event	NIL												
9	<b>Baggage sorting at BHS</b>	Above 99%	In the period 1 January - 20 September, 17 pieces of departing baggage, out of a total of 303,643, were mislaid under the Manager's responsibility. In all these cases, the problem was an anomaly not signaled by the BHS system.												
10	<b>PRM departure</b> Flights with delay code 19 > 15 min under Sagat responsibility when PRM assistance is timely notified to Airport	Always equal or above 99%	Only 3 delays of 19<15 min for which SAGAT was responsible: - 08 4105 of 8 July 2020; 08 movements as of July 2020 equal to 106; - FR 1030 of 13 July 2020; FR movements as of July 2020 equal to 112; - V7 1747 of 19 Sept. 2020; total V7 movements as of September 2020 equal to 145. In all 3 cases, performance was better than 99%.												
		<i>The compensation does not apply as one on the two criteria below has not been respected</i>  Aircraft Rotation: percentage of delays with delay code 93 lower than 15% of outgoing flights  Early Arrivals: percentage of early arrivals lower than 15% of incoming flights	NO CONFIRMATION NEEDED												

The figures shown on the table demonstrate that the performance levels reached during the period January-September 2020 are in line with those set under the SLAs shared with the Users.

Exceptions are the malfunctions of the Jet Bridges, which SAGAT had planned to replace in full during 2020, though this was not done, on account of the COVID19 emergency.

As for the 400 Hz and ACU (Air Condition Unit) systems, since 1 August 2017, the manager has been equipped with a mobile GPU and a mobile ACU mobile to guarantee continuity of service to airport users in the event of malfunctions of the fixed systems.



