

IATA (questions asked during the meeting on 30/09/2015)

Q.

IATA regrets the lack of sufficient historical information on tariff evolution to make significant comments in this consultation process

A.

ADR is one of the few leading European airports to have published the entire text of and the attachments to the Economic Regulation Agreement of December 2012, which contains the general principles and application details of the new method to calculate the fees governed by a price cap system.

From the consultations in November 2012 for the tariff year March 2013 – February 2014, ADR provides the users with the basic rules and application of the cost elements admitted for each service subject to regulation. Each year's consultation archive is available in the "tariff proposal" section on ADR's website.

Q.

How calculations on WaCC could result in 11.91%

A.

The WaCC used to calculate the fee structure is a real (net of inflation) rate of return on capital and calculated gross of the tax component. It derives from the application of a best practice among the international regulators (UK, France, Germany, others) in cases of regulated airports and other infrastructures (mainly water, electricity, gas) that is based on: (i) the recognition of the operator's cost of borrowing based on accounting evidence and (ii) the so-called "capital asset pricing model" to calculate the cost of risk capital. In ADR's Economic Regulation Agreement, the important references regarding WaCC are to be found in articles 38 to 43 and in Annex 23.

Q.

How are determined the allocation of capital costs between reg and non reg services?

A.

Concerning the attribution of individual investments to the pertinent services/infrastructures, worth mentioning is article 27 paragraph 6 ("Regulatory Accounts") of ADR's Economic Regulation Agreement: *"The accounting results certified for the Base Year, organised analytically by cost centre and revenue centre and referring to the individual regulated service and the set of unregulated activities, according to the criteria jointly set by ENAC Guidelines and this Title II, forwarded to ENAC by the Concessionaire for each managed airport [...], constitute the reference of the initial tariffs of each "tariff sub-period".*

Therefore, ADR's regulatory accountancy model, in line with the summarised content of the mentioned article and as analytically stated in ENAC's application guidelines of Dec. 2008, attributes the investments that are considered "direct" to the respective infrastructures and the other investments to regulated and

non regulated services. The proportions of these allocations are calculated depending on the allocation mechanisms set by the above-mentioned ENAC Guidelines and whose application is certified by an auditing firm that verifies the consistency of the regulatory accounts of the operator with the same Guidelines. Particularly important for this purpose – as required by ENAC Guidelines – is the system of allocations to the base year of each five-year period for tariff purposes.

EasyJet (questions asked during the meeting on 30/09/2015)

Q.

In your presentations, you mentioned that the tariff proposal for 2016 does not include some operating costs for discontinuity occurred or the bonus for the levels reached for the quality and environmental indicators. If these items were added, there would be an additional increase in the fees. Is it still possible that the 2016 fees become higher than those reported by you to date due to the addition of these items at a later stage?

A.

The Economic Regulation Agreement and the European Directive govern the procedure for the approval of the annual updates of the fees subject to economic regulation. During the period of the consultation on the fee updates the users must be informed about the elements that may determine the outcome of the approval procedure. The same users may then challenge the outcome at the appropriate levels (in Italy with ENAC, as provided for by the dispute settlement procedure of March 2015). Therefore, ADR's tariff proposal examined today must be considered as definitive, upon penalty of re-starting the user consultation terms (60 days to share the elements constituting the proposal, starting from 120 days prior to the application of the new fees). However, it is worth remembering that the set of fees for the year 2016 (starting from 1 March) must be completed by ENAC's monitoring activity, which annually checks the correct application of the rules under title II of the Economic Regulation Agreement in order to protect the parties involved. For the tariff proposal being discussed, ENAC – consequently to the already mentioned early timing of the consultation – has asked ADR to provide the final values of the investments at 30 September in order to guarantee that its monitoring activity fully complies with the contents of Art. 37bis of the Economic Regulation Agreement.

EasyJet (letter of 17/10/2015)

Q.

We continue to stress the fact that the WACC (11.91%) is significantly higher than many European and Italian airports: we would like to understand the calculation methodology and formula used, alongside receiving a detailed breakdown on the components which have driven such a result, including but not limited to indexation, external financial verification, the peer group of airports selected and rationale for such choice (if applicable)

A.

ADR's WaCC construction for tariff years 2013-2016 is fully explained – alongside a full breakdown in its components – in Annex 23 of ADR's Economic Regulation Agreement with ENAC. Said annex is publicly available and can be consulted on ENAC's website. Please see following URL: <https://www.enac.gov.it/repository/ContentManagement/information/P394305231/Allegato23.pdf>

Q.

We would like to have a better visibility of mechanism of tariffs increase update as at the moment it has only been presented as an average

A.

As for the mechanism of tariff updates as a formula, please refer to art. 31 of ADR's Economic Regulation Agreement with ENAC. The agreement is publicly available and can be consulted on ENAC's website: https://www.enac.gov.it/repository/ContentManagement/information/P394305231/02_Convenzione_con_tratto.pdf

As for the material on a yearly basis we share with users the relevant items of incremental allowable costs you can refer to documents termed "Articolazione tariffaria" or "Schede tariffarie" at the following links of ADR website in the area of yearly tariff proposals, "proposta tariffaria":

<http://www.adr.it/documents/10157/6576889/7.+Articolazione+Tariffaria+FCO+e+CIA+-+Aggiornamento+Allegato+9+CdP.pdf/04afdd73-aa45-465e-a16f-6c1ac8fe8c7a>

http://www.adr.it/c/document_library/get_file?uuid=1a4e5880-7da9-4358-870e-d1705786dc3f&groupId=10157

http://www.adr.it/c/document_library/get_file?uuid=938b293f-4610-4c28-943a-d6b482f1161a&groupId=10157

These are the yearly updates of Annex 9 to ADR's Economic Regulation Agreement which provide all items of allowable costs per single service subject to economic regulation.

Q.

We would like to have a clarification on which costs have been admitted into the tariffs and which are not included into parameter V and how this has been reflected into the tariffs. When and if it will be admitted as a recovery on the next year, also considering that next year there will be the discussion around further Contratto di Programma 2nd period

A.

As we clarified during the Sept. 29th meeting, ADR has not included in the 2016 tariff proposals some elements of costs which – provided ENAC’s verification – could be allowable into tariff calculations under art. 37.1 and 37.2 of ADR’s Economic Regulation Agreement. ADR’s decision to do so was contingent upon this year’s anticipation of the tariff proposal relative to former years, in turn caused by ENAC’s new procedure for settling complaints issued in March 2015 and accessible on ENAC’s website: https://www.enac.gov.it/repository/ContentManagement/information/P918638177/Disp_11-DG_2015-Procedura.pdf.

Above said costs allowable under “v” tariff component included costs arisen for new security standards issued by ENAC/Ministry of Interior; law n. 164 of 11 nov. 2014 on airline crew; projects foreseen under annex 13 of ADR’s Economic Regulation Agreement
<https://www.enac.gov.it/repository/ContentManagement/information/P394305231/Allegato13.pdf>.

Q.

We would like to have better evidence on passenger monthly growth for 2015.

A.

ADR publishes traffic figures on a monthly basis. You can track them at: <http://www.adr.it/bsn-dati-di-traffico>

Ryanair (letter of 16/10/2015)

With a view to maximising cooperation and transparency, answers are given to the queries made by the airline, despite the same queries having been sent according to methods that do not comply with the provisions of the procedure stated by ADR in the letter opening the Consultations, and published on the Company's website on 30 August 2015.

Q.

Ryanair objects to the use of the 'dual till' system. This should be replaced with the 'single till' system as there is a direct relation between non-aeronautical revenues and aeronautical revenues

A.

ADR's Economic Regulation Agreement, as laid out in Italian Law 102/2009, defines in Title II the derogated tariff regulation criteria that are valid until the end of ADR's concession. They require the application of a "Dual Till" tariff regime that subjects to regulation only the services that are necessary for and instrumental to air transport and carried out by the operator as a monopoly. The "Dual Till" tariff regime meets the purposes of Law 102/2009 that, in order to promote and encourage the development of the infrastructure of the airport systems of national importance, based on the use of the operator's market capital, introduces "tariff systems inspired by criteria of suitable remuneration of the capital with tariff updating methods that are valid for the entire duration of the relationship".

In this context The Concessionaire is obliged to report to ENAC, at the end of each "tariff sub-period", on the use, in the same "sub-period", of 50% of the extra margin attained from performing commercial activities in the airport industry and according to a monopoly system, as defined by ENAC (pursuant to CIPE (Interministerial Committee for Economic Planning) Resolution no. 38/2007 and the related ENAC application guidelines) in the reference Base Year, bound to the self-financing of the works for which processing and/or creation is planned during the tariff sub-period, according to the contents of the Investment Plan attached to the agreement.

On this point, please note that at the time of drafting ADR's Economic Regulation Agreement, the Dual Till tariff regime had already been introduced by ENAC in SEA's Economic Regulation Agreement, with the motivation that the Dual Till, unlike the Single Till, ensures suitable remuneration on the invested capital, which is an indispensable requirement to make the significant infrastructural investments required by airports of national importance.

According to ADR's Economic Regulation Agreement, fees must be calculated with the Dual Till tariff regime also to account for the specific nature of ADR's privatisation. These motivations are added to the arguments put forward for SEA, according to which the Dual Till tariff regime ensures the minimum remuneration conditions that are indispensable to make the investments requested by airports of national importance.

In the specific case of ADR, in 2000 IRI privatised the company through an open tendering procedure based on the best economic bid, and this procedure did not pose any constraint on the resources that the purchaser would obtain from the management of commercial activities. CIPE resolution no. 86/2000, approved after ADR's privatisation, though not governing the recognition in the Net Invested Capital of the assets created with public funds redeemed with consideration at the time of the privatisation (this recognition was subsequently governed by CIPE resolution 38/2007), provided for the tariff regulation to take place by using the Dual Till.

Q.

Please provide the remaining useful life of assets used in the calculations

A.

The remaining average useful life of the regulated assets entering into service between 2001 and 2015 is about 9 years. The depreciation rates applied are in line with the provisions of Annex 21 of the Economic Regulation Agreement.

Q.

Please provide details of the projected inflation rate used

A.

The inflation used in the price cap for each year is taken from the latest Economy and Finance Document available, as defined by Art. 31 of the Economic Regulation Agreement. For the "price cap" of 2016, the rate is 1%, in accordance with the latest Economy and Finance Document approved.

Q.

The 'real pre-tax WACC' of 11.91% appears high. Please provide specific details supporting the calculation of this figure

A.

The WaCC used to calculate the fee structure is a real (i.e. net of inflation) rate of return on the so-called regulated asset base (RAB) and is calculated gross of the tax component. It derives from the application of a best practice among the international regulators (UK, France, Germany, others) in cases of management regulation for airports and other infrastructures (mainly water, electricity, gas) that is based on: (i) the recognition of the operator's cost of borrowing based on accounting evidence and (ii) the so-called "capital asset pricing model" to calculate the cost of risk capital. In the Economic Regulation Agreement, the important references regarding WaCC are to be found in articles 38 to 43 and Annex 23.

Q.

Please provide the 'protection indicators' and 'tolerance levels' referred to in relation to a bonus/penalty relating to quality/environmental performance

A.

The data related to the quality and environmental standards is defined in Annex 10 and the first additional deed to the Economic Regulation Agreement that supplements it.

Q.

What are the ‘new rules on safety standards’ that are referred to in relation to the “v” parameter calculation?

A.

It is specified that the wording ‘**new rules on safety standards**’ only appears on page 7 of the “courtesy translation” document available at the link:

http://www.adr.it/documents/10157/6576889/1++Informazioni+preliminari+Proposta+Tariffaria+2016_IN G+%5BSola+lettura%5D.pdf/de2af1f8-480e-4f2d-ad6c-70a836bb9096 as a translation for “nuove norme su standard di sicurezza” in the original document, page 7, available at the link:

<http://www.adr.it/documents/10157/6576889/1.+Informazioni+preliminari+Proposta+Tariffaria+2016.pdf/4ed16ea3-cb4f-4388-9373-332865b23f50>

It is also specified that the discontinuity of costs relating to the new safety standards for the year 2015 were not entered in parameter “v” of the tariff proposal 2016.

Therefore, with a view to maximising cooperation and transparency, below details are provided on the new regulations on safety standards.

In 2015 ADR undertook the responsibility of controlling the customs entry points for vehicles and staff and crew at FCO and CIA airports, pursuant to Italian Leg. Decree no. 101 of 31.08.2013 converted with Italian Law no. 125 – Art. 6, paragraph 4-ter of 30.10.2013, – airport security services.

Art. 6 (Provisions on airport control and motorway concessionaires) [...] *"4-ter. In compliance with the European principles, ENAC may also entrust the following elements to the airport operator:*

a) the service for the control of airport staff and crew, including the objects transported and the possession of the authorisations required, who, through entry points other than those inside the airports, access the sterile areas through the passenger terminals;

b) the control of airport staff and any other subject, including the objects transported and the possession of the authorisations required, who, through entry points other than those inside the airports, access the sterile areas, as well as the control of vehicles which, holding the necessary authorisations, must reach a sterile area of the airport area for which specific controls are required for access.

Another request for additional security services was received by ADR with letters of the Home Office/State Police, which followed a confidential memo from the Central Directorate for Immigration and Border Police of 20.01.2015 and imposed the implementation of additional control measures for passengers, crew members and their luggage coming from countries posing a growing terrorist threat (e.g. Albania, Algeria, Morocco, Russian Federation, Egypt, etc.), specifying the creation/expansion of a specific “security channel”. To dispel any possible doubt regarding the treatment of these costs deriving for the purposes of the fee structure, a memo from the Ministry of Infrastructure and Transport of 18.03.2015 states that those

operators that will intensify their safety services with regard to the topic in question will have the incremental costs recognised in the tariff through the “v” parameter (Art. 37, par. 2 of the Economic Regulation Agreement).

Q.

Explain the difference in the meaning between ‘2016 CdP’ & ‘2016 IAF Giu’

A.

“2016 CdP” is the budgetary value for the tariff year 2016 in accordance with the Economic Regulation Agreement (Annex 3 and Annex 9). 2016 Iaf Giu is the budgetary value for the year 2015 provided to ENAC and the users and having the final value at June 2015 as basis.

Q.

Explain the reason for the difference in k indicator for CIA between ‘2016 CdP’ & ‘2016 IAF Giu’

A.

The differences between the k parameters can be inferred from the content of sheet A, updated and published on the website in the 2016 proposal, and sheet A reported in Annex 2 of the Economic Regulation Agreement

Q.

Is ADR proposing a tariff for CIA that exceeds the maximum? If so how can they do this?

A.

ADR's proposal for CIA does not exceed the maximum amount that can be recognised in consideration of the admitted costs. ADR annually updates the values of the fee structure according to the rules set by the Economic Regulation Agreement. ADR proposes fees that represent the costs admitted by ENAC as recorded and/or pre-recorded by the management company, within the limits set by the provisions of the same Economic Regulation Agreement. More investments compared to the Airport Development Plan can result in more fees than initially predicted, after ENAC's checks regarding the compliance with the procedure and the timing originally predicted when approving the same Plan; higher operating costs may be admitted by ENAC due to costs deriving from new standards not present in the base year.

Q.

Please provide quarterly targets for FCO & CIA for 2016 – 2018

A.

Indicators set in compliance with Annex 10 of the Economic Regional Agreement measure performance on annual basis. With reference to ACI performance measures, neither ENAC nor ADR provide indications of quarterly target. ADR is constantly engaged in the development and implementation of programs aimed to improve the quality and standard of services offered.

Q.

Please provide the specific details of the ‘legal parameters’ referred to in presentation on Trend of Quality & Environment indicators’

A.

ADR has always supported the need to combine economic growth and preservation of the environment, ensuring full compliance with the legal parameters for the environmental processes under its jurisdiction. In this direction it's been taken the lead to certify:

- the Environmental Management System in accordance with international standard “ISO 14001”
- the Energy Management System in accordance with international standard “ISO 50001”

In relation to the environmental indicators, ENAC and ADR identified parameters which are capable of evaluating the environmental impact of FCO and CIA airports on the surrounding areas. In this case most relevant provision is legislative decree 152/2006, applied to:

- i. the treatment of wastewater from sewage plants:
 - Chemical oxygen demand (COD) - limit of the law 125 mg/l
 - Biochemical Oxygen Demand (BOD5) - limit of the law 25 mg/l
 - Total suspended solid (TSS) - limit of the law 35 mg/l
- ii. Waste management.

As for noise pollution, all the control units installed in FCO and CIA airports are located along the runways, in accordance with Ministerial Decree 20/5/99 – clause 5 – subsection 1. So far, ADR implemented 19 control units at FCO and 10 at CIA, as instructed by ENAC.

Q.

Please explain the reason for the decline in Q1 2015

A.

Data from the Q1 2015 (overall satisfaction 3.70) are in line with those recorded in the Q1 2014 (3.69). As shown in the presentation, in Q2 2015 data are significantly better, confirming the quarterly growth trend of the previous year.

Q.

What is the COPERNICO concept and how is its success/failure measured?

A.

Since 2012, ADR's COPERNICO has launched a renewal process that positions customer satisfaction at the center of corporate activities. Five areas of intervention were identified through specific focus groups and international benchmarking:

- service times of airport procedures,
- comfort,
- courtesy of staff,
- accessibility and connections,
- ease of finding the way.

Implementation so far has seen several initiatives to verify achievements on these areas. Measures of Copernico's accomplishments are indicators of customer satisfaction and service times of airport procedures, which are significantly better over the last years (2012-2014).

Q.

Please provide specific cost detail in relation to the 4 mini wind plants and the photovoltaic system with solar concentration

A.

ADR's "Smart Grid" project provides renewable power by mini wind plants and a photovoltaic system with solar concentration worth 31kw of installed capacity. More in details:

- i. Photovoltaic system with solar concentration
- ii. 4 mini wind plants (at the moment 1 of these is installed but not connected to the smart grid)
- iii. Storage system

The above said items account for roughly EUR 1.0 mln worth of capital expenditures as total consideration at project completion. The Siemens storage system accounts for roughly 40% of the total amount

Q.

Please provide details of the savings to be achieved with the ‘Smart Grid’

A.

ADR’s “Smart Grid” savings’ potential is currently under consideration. In future ADR may decide to share with users further analyses on its achievements in this area. However, under the EU Directive ADR has no specific obligation to provide further disclosure on its operating costs in addition to what it has done so far, which has always been meant to ensure users’ access to all elements that contribute to tariff calculations.

Q.

How many new Terminal Managers have been recruited split between FCO & CIA and at what rate?

A.

4 Terminal Managers and 1 Landside Terminal Manager have been recruited at FCO since April 2015. In the past there were 5 managers, all in the single Terminal Managers unit.

At CIA: 1 Terminal Manager since April 2015. This figure was not envisaged before.

As regards the tasks, the terminal manager is responsible for:

- ensuring the regular provision of passenger services at the airport (information to passengers, baggage handling, systems, etc.) to maximise the «customer experience»
- ensuring that qualitative standards for decorum and cleanliness of the areas of the Terminals are respected, and promptly intervening, together with the competent bodies, in case of non conformities
- ensuring the operation of the infrastructure and information systems, and reporting any maintenance intervention required to restore operation to the company functions in charge
- defining the service levels, validating the shifts arranged in advance by the Operations room and coordinating the personnel on duty
- checking and rebuking misconduct of all airport users operating at the Terminals that may have negative repercussions on the Operator, in particular by ensuring compliance with the Airport Regulations and taking the necessary actions to restore normal conditions
- guaranteeing application of the airport security, assistance and safety procedures; in case of emergency, he/she interfaces with the Station Manager and the CEA according to the procedures in force

For the landside area, the Landside Terminal Manager also:

- coordinates the manual and mechanised cleaning activities assigned
- checks the state of cleanliness and decorum of the areas assigned and intervenes, together with the bodies in charge, to restore any non conforming situation

- checks the status of the infrastructure and reports any maintenance intervention required to restore operation to the company functions in charge
- manages the operations related to the contract for the care and maintenance of green areas.

Q.

In light of potential reduced traffic levels has the investment programme been reviewed/revisited to ensure that it meets the requirements of its main carriers?

A.

Traffic is increasing (+6,5% as 2014 vs. 2013, our latest forecast for 2015 shows + 5%). As for 2015, we forecast to end the year not much below the earlier forecasts included in the Contract Agreement for the first five year tariff period. In the light of this investment projects have been confirmed and AdR decided to anticipate the completion of new boarding area A.

Q.

No details of CIA investment. Please provide details of the €8.9m spent in 2015 and an explanation as to why 'other works' is €1.5m over budget?

A.

A positive difference arising in 2015 for item "Altri Interventi" vis-a-vis earlier forecasts amounts to 1,6 Eur mln and is due to the partial recovery of the investment gap recorded in the previous year 2014 (minus 4 Eur mln).

Below you can find a detail of CIA investment plan.

		Piano Gen. '14	IAF 6+6	Delta
	INTERVENTI INFRASTRUTTURE DI VOLO			
C.1	CIA - RIQUALIFICA SISTEMA AIRSIDE	2.750	709	(2.041)
	TOTALE INTERVENTI INFRASTRUTTURE DI VOLO	2.750	709	(2.041)
	INTERVENTI TERMINAL			
C.5	CIAMPINO - TERMINAL AVIAZIONE COMMERCIALE E GENERALE	193	196	3
	TOTALE INTERVENTI TERMINAL	193	196	3
	ALTRI INTERVENTI			
C.6	RISTRUTTURAZIONI CIAMPINO	1.360	1.047	(313)
C.7	CIA - RICONFIGURAZIONE AEROPORTO DA MILITARE A CIVILE	2.500	2.055	(445)
C.8	SISTEMI INFORMATIVI E VARIE	0	764	764
C.9	MANUTENZIONI CIAMPINO	2.510	4.079	1.569
	TOTALE ALTRI INTERVENTI	6.370	7.946	1.576
	TOTALE CIAMPINO	9.313	8.851	(462)

Q.

Re. the 'extension of 200 quadrant aprons' at FCO please advise the number of available stands pre & post construction

A.

Currently, apron area 200 are: 7 stands for code C, 9 stands for code B. After works we will have 18 stands for code C, through the upgrading code B in code C and the south extension of the apron.

Final configuration will be as follows:

- 9 code C stands in area of current location of stands code C
- 9 code C stands in area of current location of stands code B.

Q.

Re. the 'T3 new high capacity security checks' please advise if this is fully functional? Please provide usage stats (by day, by time of day) pre and post completion of the work?

A.

New high capacity security checks is fully functional. As temporary situation at Terminal 3, it is used as security controls dedicated only to domestic and Schengen passengers.

We would like to point out that, starting from the reopening after the fire, for the security checks at T3 east, only Schengen are passengers were recorded due to the necessary redefinition of the passenger flows after the fire. The works for the installation of the new lines had been completed a few weeks before the fire (April). The period of full operations (Schengen and non-Schengen passengers) before the closure due to the fire is thus too short to produce significant statistics.

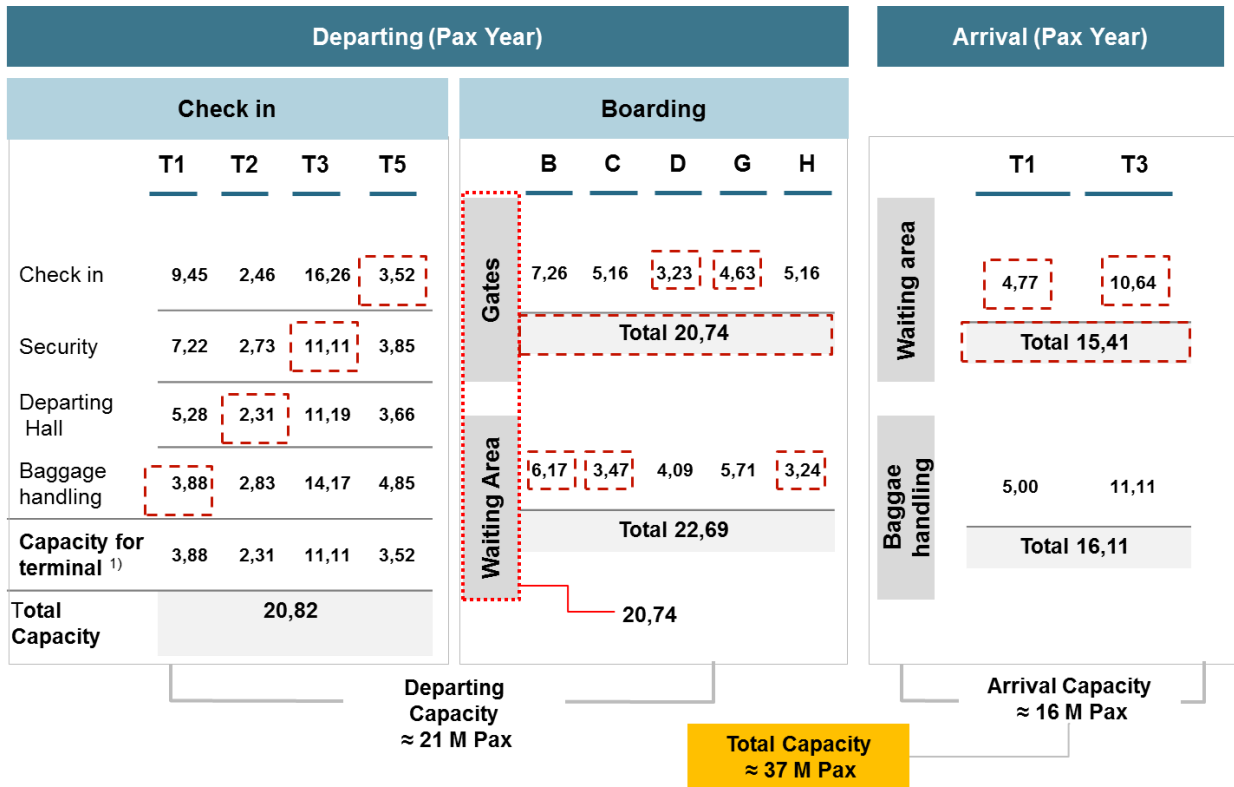
Q.

Please advise the terminal outbound capacity in T3 pre and post the works. Please advise the terminal outbound capacity in T1 pre and post the intensification of security checks on the west side

A.

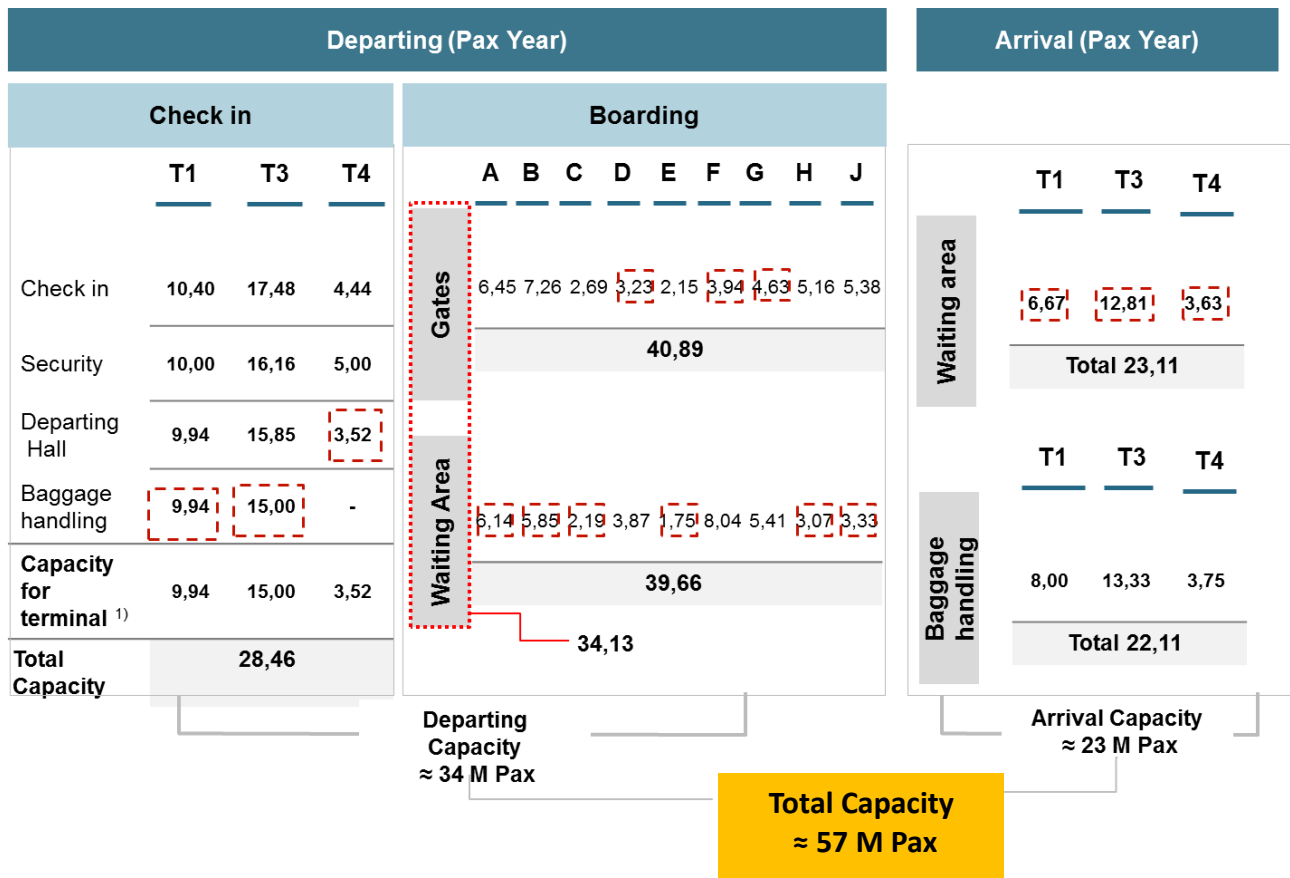
Please find below ADR's most recent capacity analyses pre and post interventions foreseen in the Investment Plan.

Pre-Works (2014)



1) For each terminal is the minimum of the different subsystem

Estimated post-works



Q.

Why are internet access stations been installed at baggage reclaim?

A.

This is due to increase passenger experience during waiting time for baggage reclaim.

Q.

Is the investment in T3 still required in light of recent developments by some of the main airlines in FCO mentioned above?

A.

It is. Due to traffic increasing in Terminal 3 (originating + 12% 2014 vs 2013).

Q.

Is the investment in T1 still required in light of recent developments by some of the main airlines in FCO mentioned above?

A.

It is. Due to traffic increasing in Terminal 1 (originating + 6% 2014 vs 2013).

Q.

Please provide more detailed breakdown of the €6.9m investment on 'curbside investment'

A.

Interventions: plants and lightings (1,6 € mln), roadway systems arrivals and departures (3 € mln), green areas (0,3 € mln), finishes and wayfinding at arrivals area (0,6 € mln), new subway Terminal 1 (1,3 € mln).

Q.

Please provide more detailed breakdown of the €4.2m investment on 'car park revitalisation'

A.

Internal roadsystem, wayfinding, lighting, painting account for 1,5 € mln; plant, electrical case, cabling for 1,8 € mln.

Assohandlers (letter of 16/10/2015)

With its letter of 16 October, Assohandlers did not formulate new queries but simply clarified and repeated its point of view regarding the content and requests of the previous memo of 18 September 2015, with the exception of the new question below, to which an answer is given.

Q.

We would also like to add some considerations regarding the Cargo City at the airport seeing that, although fee surcharges are required also for these areas, no intervention is planned for them. Instead we believe that cargo warehouses need upgrading as they have problems related to aging and obsolescence. The mentioned aging of the areas results in the exposure to risks of inefficiency for the current operators, in addition to considerable problems related to the health and safety of all the operators present in the area. The area should be at least upgraded through massive interventions to renovate the warehouses and the related and connected areas.

A.

Contrary to the statements made, at the Fiumicino area called Cargo City (Cargo Terminal, Freight Agents Building and Common Services Building), investments are planned in 2015 for a total of 1.6 million euros and in 2016 for about 685 thousand euros. The total for the two years equals about 2.2 million euros.

The investments are detailed below by type of action

	2015	2016
MAN. STRAOR. - IMP. ELETTRICI	274.279	530.000
MAN. STRAOR. - IMP. CONDIZ. E IDRAULICI	547.291	154.979
MAN. STRAOR. - IMP. ELETTROMECCANICI	263.040	0
MAN. STRAOR. - INFRASTRUTTURE CIVILI	297.419	0
MAN. STRAOR. - IMP. SPECIALI E VARIE	182.650	0
	1.564.679	684.979

IATA, Assaereo, IBAR, AOC (joint letter of 16/10/2015)

Concerning point 1 of the letter “Tariff increases”, we point out preliminarily that, contrary to the claims made by these associations, the Consultation procedure implemented by ADR complies with the principles of Directive 12/2009/EC, as it regards a tariff “proposal” on which the Users may express their position in various ways and at various levels.

Below are the answers to the questions concerning the quality plan.

Quality plan – possible application of the penalty

a) Request by the Regulatory body of a close examination of the quality actually provided in the period of May to June 2015 and consequent possibility of applying penalties.

The final balance of the data relating to the quality and environment for the period in question was obtained with the utmost rigour and according to the methods set by the reference regulations. Based on these regulations, the measurement system has been suspended for the time strictly necessary to resume normal operations at the airport.

b) Request to apply penalties for the period July 2015 June 2016

The final balance of the data relating to the period July 2015 - June 2016 will be calculated on the basis of the provisions of current regulations. ADR undertakes to limit the period of suspension of the formal quality monitoring system. On this point, it is specified that, upon restarting the system, also the consequent mechanisms to control and sanction the performance provided by all the operators must be necessarily restored.

c) Proposal to constitute a joint body

ENAC regulations identify the airport Coordination Committee as a stable body for discussions among the various subjects operating at the airport in relation to the subjects pertaining to the service quality. ENAC participates in this committee, even if not with a coordination role.

Quality plan – measurement criteria

Definition of the criteria to plan and publish calls for tenders aiming at the periodic awarding of the service

ADR awards the monitoring service by means of public tenders organised according to the criterion of maximum transparency and in full compliance with the reference regulations.

a. Definition of the data measurement, analysis and monitoring methods.

The choice of the indicators of the Economic Regulation Agreement (Annex 10 “*Quality and environment plan*”) essentially falls within the field of the indicators contained in the Service

Charter; as a consequence, the methods to be followed for the design of the monitoring system are defined by the Enac circular letters Jan06 (*Service Quality in Air Transport – Standard Service Charters - Methodology*) and Jan02A (*Application of the Regulation (EC) No. 1107/2006 and Quality of the Services Provided to the People with disabilities and Reduced Mobility in Air Transport*).

Annex 1 of the circular letter Jan06 in particular defines the unit of measurement, the recording method and the method of calculating the value for each indicator, while Annex 2 describes the statistical methodologies and the reference ISO standards to define the sampling plans and the techniques to calculate the values to publish.

In addition, ISO 9001:2008 quality certification is required for the quality monitoring system, which ADR had adopted also prior to the publication of the reference ENAC regulations.

The monitoring system is entrusted to a third party company by means of “Public Tender” in the utmost respect of the principles of equity and transparency.

The main indicators of the “Service Charter” that measure the performance of the reference airport are periodically analysed by ADR through reports that are distributed to ENAC and the airport operators weekly and monthly.

Regarding the indicators of the Economic Regulation Agreement, the monitoring results are examined periodically; a report with the results reached is sent to ENAC annually. Since 2013 the same report has been an integral part of the documentation provided to the users at the start of the consultations on tariff updates.

b. Identification of the corrective actions to be adopted in the case of significant deviation from the parameters stated in the quality plan

In case of significant deviations, ad hoc analyses are carried out and, if these concern the airport’s operations, they are submitted to the “Committee for the regularity and quality of the airport services”, where the corrective actions to be adopted are shared.

c. Systematic definition of the discrepancies/controversies concerning the delay code attribution.

ADR is willing to be part of a round table with regard to this type of subject.