FCO RELIABLE BUSINESS PARTNER

OUTSTANDING OPERATIONAL PERFORMANCE AT ROME FCO – SUMMER’22

PEOPLE, ENVIRONMENT AND DEVELOPMENT FOR A CHANGING LAND
AN OPERATIONAL FRAMEWORK OF EXCELLENCE

- The sudden change in the resumption of traffic was particularly felt in airports with ongoing staff problems.
- Some airports have experienced problems in coping with the rapid growth of traffic due to lack of personnel and have had to implement operational limitation measures (movements and passengers).

• At Rome FCO operations proceeded as normal. Waiting time at security control below 8’ in 90% of cases (below 12’ in the 99% of cases). Waiting time at border control was below 12’ at emigration in 90% of cases (below 25’ in 99% of cases).

• Furthermore, staff hiring and training for airport critical services is ongoing since dec ‘21 and will continue through the winter 22/23 with monthly waves of new recruits. Staff rightsizing is continuously adjusted to the operational rolling plan of ADR.
OPERATIONAL PERFORMANCE: HANDLING, CHECK-IN & SECURITY – SUMMER ‘22

### Baggage delivery waiting time in line with 2019 performance

- Domestic: 22.07
- Schengen: 29.29
- Non-Schengen Narrow Body: 30.21
- Non-Schengen Wide Body: 44.25

Time of delivery for the last luggage since the aircraft block-on in 90% of cases (July-August 2022; mm,ss). Service Chart target: Domestic 23', Schengen 32', non-Schengen narrow body 34', non-Schengen wide body 40'.

### Waiting times for PRM assistance far below the targets

- Outgoing PRM with pre-alert: 5.03
- Outgoing PRM without pre-alert: 6.02
- Incoming PRM with pre-alert: 4.14
- Incoming PRM without pre-alert: 6.41

Waiting time for PRM to receive assistance in 90% of cases (July-August 2022; mm,ss). Service Chart target: outgoing with pre-alert 9'30'', outgoing without 15'', incoming with pre-alert 4'30'', incoming without 5'30''.

### Security checks characterized by limited waiting times and punctual passenger info

- Waiting time at security control in 90% of cases (July-August 2022; mm,ss) Service Chart target: 5''

### Mishandled bags below FY 2019 results, no disruptive events

- FY 2019: 6.71
- FY 2021: 6.16
- Jul-Aug ’22: 6.70

Mishandled bags / 1000 depart. pax Service Chart target: 8

### Check-in waiting time in line with summer 2019 performance

- Waiting time at the check-in in 90% of cases (July-August 2022; mm,ss) Service Chart target: 12''

### Real-time info about waiting time at Security checks in ADR’s website homepage

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Survey ACI World – "Airport Service Quality": European Airports Panel >40M PAX in 2019
«Overall Satisfaction» Index 2010- 2Q 2022

Scale: from 1 («poor») to 5 («Excellent»).

In 2013, Fiumicino:
• 6°/6 peers (>40M pax/y)
• 72°/75 European Airports

In 2Q 2022, Fiumicino:
• 1°/8 peers (>40M pax/y in 2019)
• 1° in EU & North America (>40M pax/y in 2019)
• 1° in Italy

In June 2022 Fiumicino won the 'ACI Europe Best Airport Award' in the category of European airports >40M Pax in 2019 for the 4th in the last 5 years

International awards in various business areas

APT2
APT3
APT4
APT5
APT6
APT7
APT8

SUSTAINABILITY
QUALITY

Corporate Innovation Award
Innovation

Since 2017
2017–2021

World’s most improved airport
Best Airport Staff in Europe

Future Travel Experience Award

FCO

In the first half of 2022, FCO confirmed by ACI's ASQ as Best Airport in Europe (Airports >40M pax in 2019), winner since 2017
FCO ALWAYS READY TO 2023 CHALLENGES: ENTRY / EXIT SYSTEM – TRAFFIC INCREASE

THE NEW ENTRY EXIT SYSTEM BORDER CONTROL PROCEDURE

4.3.2 Pier E Main and St. E Dep Level

OSS Peak, 5x Normal Speed
Winter 2022, 186s Kiosk Success Time

188 kiosk ready for S’23

>15 M€ of total investment for ADR

FCO among first in Europe to install operational kiosks as early as July 2022

3D simulation and heatmaps for the sizing of EES kiosks

First 5 kiosk installed at FCO under test already in summer ‘22; 183 more devices awaited from the vendor by March’23

INCREASE IN AIRPORT CAPACITY TO COPE WITH THE TRAFFIC PEAKS OF NEXT SUMMER

Map of FCO and the new Schengen pier with a capacity of 6M pax/year

>58M pax/y capacity 2023 (vs 43M pax in FY 2019)

>87% Estimated usage of Loading Bridge for Jul-Aug ’23 (vs 83% of Jul-Aug’22)

>6M pax/y capacity in May ‘22

+3 baggage claims within March ‘23

+23 boarding gates

+183 more devices awaited from the vendor by March’23