



REPORT **2014** AND SOCIAL BALANCE

ENAC ITALIAN CIVIL AVIATION AUTHORITY



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Vito Riggio

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2014: a positive year for European civil aviation

The past year has been a positive one for European civil aviation. Despite an increase in traffic which signals the start of the recovery after the long crisis that began in 2008, the accident rates have remained constant in comparison to those of 2013, a year that we remember as the best in the shared history of our sector. It is a parameter built upon millions of hours of flight, that amounts to exactly one accident with victims every 8 million flights. Equal to the United States in the framework of the great Single Sky that has been created in recent years. Italy has given a considerable contribution in this sense, remaining at a level of zero accidents, well beyond the threshold of ten million flights.

Regrettably, the recent tragedy and the bewildering drama of the Germanwings flight has cast a deep shadow over the data, not because it alters the tragic statistics, which in fact show the very high levels of safety achieved, but because it gave rise to fears about the psychological endurance of pilots and in general regarding the guarantees required from those who are entrusted with so many human lives, and first of all with their own. After the accident, ENAC immediately summoned a meeting with Italian airlines to provide a strong reaction in view of the legitimate anguish caused by the unbearable gravity of what had happened. That meeting gave rise to a working party that has already recommended - last April - to the Easa Committee initiating a discussion as to whether the 2011 community regulations overseeing this area of the European skies, as it's commonly known, are sufficiently comprehensive and up to the task. These regulations are binding upon Union Member States.

The question of considering the human factor and the necessary level of caution as to the individual's psychological condition must be open to discussion, without unfounded scaremongering, having particular regard for the interests of the passengers whose numbers keep increasing, together with the precautions necessary to help overcome such situations in the event that they should occur. This must also be done by acknowledging the manifestations in due time, through the re-establishment within the companies of a community climate that is not excessively market oriented and closer to the people who operate with professionalism and generosity in the overwhelming majority of cases.

Preventing, not surveilling and punishing. This is the most appropriate recipe for avoiding possible distress, and this is true also for the stress that the crew is subject to. They are specialised personnel, devoted to the care of others. There is a level of care that has fueled community regulations governing passenger rights, in particular those with reduced mobility. For this reason, aeronautical companies, whether they are traditional or not, have to maintain standards of safety and ensure the quality of the care they offer, not only for profitable and contractual reasons, but more importantly to ensure that mobility rights do not give rise to stress and that they are capable of offering serene environments with certain guarantees. The motto "taken for granted", in this field, is not a publicity slogan. It is the soul of civil aviation that was born to make flying increasingly safe and comfortable. Technical developments certainly help, and for this reason equilibrium prices that take into consideration investments are essential.

Training and competence, also in human terms, are needed. In other words, a logical approach is required that combines the swiftness of execution with a balanced mindset, courage with prudence, the search for human

values with performances. Suggestions are not lacking: first and foremost we expect them from the professional associations of pilots and crews. We very much count on the experience and professionalism of the aviation medicine in our Italian Air Force, who have worked in this field since the early days, and who cooperate with us today to introduce, where possible and with the best methods identified and available, improvements in the control area while waiting for possible modifications of community regulations. Naturally, this would apply only to what is truly needed, like the constant double presence in the cockpit, a principle that applies a redundancy criterion which is well known in this sector. For example, it could be research aimed at developing models, including technical models, for detecting dangerous situations, in terms of psychological as well as physical strain. Proposals are expected by the end of the year, according to a calendar that will be observed and that falls fully within ENAC's main remit: safety. As a rule, but more importantly as a concrete application of the rule given. Constant surveillance, rigorous, impartial and independent from the economic interests of this sector that are also of great importance: the greater the growth that we hope for as forecast by the economic recovery, the greater the professional responsibility that we will have to demonstrate. Safety as an issue is so precious, that every human life has an incalculable value.

That is why "zero accidents" is not an objective that can be waived. We need to maintain this result that has lasted for so long, ever since the tragic events at Linate, whose painful memory is linked to the tribute that we have awarded to Paolo Pettinaroli, who recently passed away after devoting the final years of his life to air safety, together with many men and women who will continue his work and who are valuable advisors, witnesses, and vigilant friends. A life that, as happens in many cases, had already left him with the loss of his son due to a tragic mistake. The best way to remember him is to continue to do our job better every day, all of us: airport operators, flying supervisors, security forces, companies and individuals. We all need to be convinced that to avoid casualties, as is our duty, we need to do a lot more, that we can never be satisfied with ourselves.

Naturally, technology helps us: it reduces the risks of machinery, it perfects their performance, it leads to a reduction in collateral damage, such as fuel consumption, pollution and impact on the environment. However, each technological leap must correspond to an increase in human responsibilities, a constant upgrading in care and supervision of machines. A hard, stimulating professional task to which thousands of people, no longer just Italians, are devoted. Two thirds of our passengers now travel aboard non-Italian planes, meaning European or non-European. The world has grown and the rise of new air carriers, both in terms of low cost carriers and new geographical areas of the world such as the Emirates or China, leads us to an additional process of redefining institutions, rules and behaviors. There is still a growing necessity for coordination that is not only regulatory, which has been in place for years now, but also administrative, according to the principle of reciprocal interference, both in terms of supervision and collaboration.

The SAFA (Safety Assessment of Foreign Aircraft) inspections need to be strengthened in the same way as collaboration agreements in all fields, including health. We are working in this direction: in complete autonomy, with a level of independence that was conquered not only on a formal level, but which has become the practice of assuming responsibility, as provided for by our Constitution. As a public non-economic body, ENAC enjoys a great degree of autonomy precisely because it is called upon to implement non-national guidelines, in a framework that is nevertheless respectful of national sovereignty, as exercised through ministerial supervision and guidelines in terms of adapting to the community approach and to the Italian Parliament.

Civil aviation, in fact, is based on a regulatory and supervision structure that makes it unique in our administrative system and allows it to be, and to appear, independent. We are an independent Authority both on the technical aeronautical level and in terms of economic regulation. We act as a de-facto economic regulator, having already

completed the scheduled programs with all airports of a certain importance in the previous four-year period, and having been tasked by Italian law with continuing to also fulfill the role of economic regulatory authority for the three major airport systems, those operating in accordance with the so called derogation contracts.

Essentially, in this case, the principle of independence required by the community directive 2009/12/CE has been recognised and formally communicated to the Commission. Also considering the duration of contracts, that are the heaviest in terms of investments and that deal with the matter, it is wise to remind ourselves of this as well, with airports that are wholly (ADR), or for the most part (SAVE), or still largely (SEA) privatised.

The logical and natural conflict regarding costs and remuneration is therefore assigned to authorities that need to remain unbiased and not involved with the structures that they regulate. Sure, one is independent from air carriers and airports when dealing with safety. The resolution of economic conflicts between subjects that are either wholly private or on their way to being privatised is always of primary importance. Why then establish a new entity, or assign a new responsibility to a body that was created for other reasons, in sectors that are still characterised by monopolistic dynamics with a state prevalence? None of the large European countries that have a relevant civil aviation decided to act in this way. Not France, not the United Kingdom, not Germany, not Austria.

They all economised, allocating economic regulatory tasks, Independent Supervisor Authority, to the already existing Civil Aviation Authorities. Even France, which carries out this function through a General Directorate of the Ministry and which refers to airport contracts as "contracts with the government." This happened because the form of Independent Authority that has had so much success in Italy, as written by Cassese, does not represent abandonment by the State, but rather its dissolution in favour of the European Union. This is a result that in our sector has already largely been achieved, through the tools of national sovereignty: regulations, directives, administrative acts and ordinary and administrative jurisdiction.

We are glad that the Government has, via the new Minister, answered the EU that in Italy there are two economic regulatory Authorities: one, ENAC, pro-tempore and for airports handling more than eight million passengers as of 2011. The other for three airports handling more than five million (Bologna, Bergamo, Catania) passengers and for all those others that the directive did not consider it was possible to regulate in a definite fashion.

Two Authorities are better than one? I wouldn't know how to answer, if not through Saint Thomas's famous statement: "entia non sunt multiplicanda".

And not only due to the costs, but also the clarity and simplicity of a system in which most costs derive from technical provisions that can be adequately evaluated by whoever imposes them, so that each provision generates an adequate economic return.

After all, through an additional national legislative decision, ENAC retained the remit to enter into Planning Agreements with all airports for investment, quality and environment plans that will include the new tariffs estimated by the Transport Authority. That is, for all airports, excluding the above mentioned three, that by themselves constitute roughly 70% of national traffic. But more importantly, the greatest volume of investments in development and quality, after the new airstation in Venice and the other works outlined in the plan, after the opening and the remodeling of the Malpensa wing for the EXPO, after the swift resumption of work at Fiumicino that will increase passenger numbers by some ten million; total investments should reach 2 billion euro. We have a vital need for that. Our country needs to renew itself through growth policies that do not increase public spending. The management of private investments in large privatised airports, with well-defined market resources and deadlines, is certainly a great opportunity. We will do anything in our power, in keeping with the government's instructions, to guarantee our part of the deal, and more importantly to ensure that the companies under our supervision do the same, as they are already doing. And we hope that the Parliamentary Commissions will ask us for even more

information. As for us, on ENAC's institutional website, we will publish all progress made in terms of works, estimated completion timeframes and deadlines complied with, in order to have, by the end of the five year period, a country that has an aviation sector which is safer, more appealing and respectful of the environment and travelers. In other words, one that adheres more closely to the spirit of our Constitution, that pursues the right of free movement as an essential part of civil liberties and as a tool for connectivity and development.

What has to be done with the new plan for airports is yet to be decided. In brief, the question revolves around how we implement the provisions of the connected systems: through mergers, with the entry of industrial operators as was the case with Aeroporti Toscana, a narrative of success thus far? Or by further maintaining asphyxiated public managements by actors that would do better to consolidate their primary tasks first, such as local Authorities, both territorial and functional? The government will decide: for us it's enough that they have sufficient funds to honour the commitments they have given through the Planning Agreement, and where this doesn't happen, that it triggers sanctions. Surely a contract must be observed by both parts: it is unimaginable to collect higher tariffs and dispense lousier services. Either things go the way they were supposed to, or there's the risk of losing the concession. Let's not forget the small airports that have a social rather than an economic value: we have a certain number. The Plan expects them to generate profits, and to be sold off and managed by organisations that are not relevant to public finances. This is also our opinion.

And we will make sure to put it into practice, following the guidelines that the Minister provides us with, for the implementation of the Plan. Therefore, the year that we have left behind was a positive one. Instead, the year ahead of us appears to be rather problematic. Lastly, we should mention the fact that we will have to consider ENAC's juridical form, since it should have been transformed into a public economic body back in 2000.

The name doesn't matter, as long as a public body is allowed to deploy its resources in order to generate further resources, without keeping it on a tight leash and causing it to become a burden on the Treasury, which should instead be reaping benefits. The discussion is open and we hope that a practical spirit, which our fathers used to remind us, is liberty realised through the effort of decision, will prevail. From an analysis of the functions carried out by ENAC, including the provisional role of the Authority in accordance with the community directive, it becomes evident, in my opinion, that the process of liberalisation and privatisation of the air transport sector has been fully accomplished, and as such there shouldn't be any need for that impulse to further open it, which has been the main reason for the success of the Italian doctrine on behalf of the independent Authorities. Public intervention, altered by treaties and the Italian legislation, should be aimed at guaranteeing compliance by operators with the rules of competition and protecting the consumer who benefits from it both in terms of quality and price (as described by G. Corso, 2010). Exactly what has happened since the 1992 regulations, that were made to be complied with, throughout Europe, by the body originally established to apply the international ICAO rules. The creation, by now fully accomplished, of a Single European Sky, also entailed the much troubled privatisation of Italy's historical flagship carrier, which eventually culminated in the acquisition of 49% of the company by a prestigious Gulf airline, under the close supervision of the Community and assigned to ENAC. It should also be added that the State has by now withdrawn from the main airports, as mentioned above. In particular, the largest national airport, which is planned to double its operations in order to reach a total of more than a hundred million passengers, in respect of which a concession has been granted to a prominent private group for the last forty years. The State and its technical structures do not, as in other sectors, have any requirement to protect either the airlines or the operators. The government, through ENAC, can and should only ensure that whoever manages the infrastructure has resources that are sufficient to complete the investment plans approved by the technical structure and translated into formal contracts that ENAC has to comply with.

This situation (full liberalisation, privatisation of main actors, free access, confirmed by the latest international

agreements including those with China and the Emirates) distinguishes the air transport situation from other sectors, even within the transport area, where the network is still in public hands and there is limited competition. Nevertheless, even in these cases, the situation does not seem overly altered, according to the recent statement made by the president of a fiercely competitive railway group who complains about real or presumed obstacles to his actions.

To conclude, the well known deliberations by the Constitutional Court (sentence no.41/2013) seem to deal increasingly with railway transport, while in no way do they involve civil aviation. How could it be possible, in fact, to relate to European air transport the consideration that air transport “appears to be more resistant than other sectors regarding the entry of private operators due to some peculiar characteristics linked to high costs, to the necessity of ensuring services even on non-profitable routes and to the consolidated routine of public actors, both in the management of networks and in the services offered. In this regard, the risk that dominant positions may arise or become consolidated is particularly felt, and, therefore, it is appropriate that the transition to a liberalised system be accompanied, as already happened for other public services, by regulations assigned to an independent Authority capable of guaranteeing equal opportunities to all operators in this sector”?

Following the Court’s reasoning, wherever it could be demonstrated that the market is open and subject to competition, that there are no dominant position among air carriers or airports, that in turn are increasingly exposed to international competition, that there are no public operators and that the costs of universal service are dealt with through a limited allocation of routes, competing with public obligations and without becoming a burden for private operators, in accordance with community regulations, it should follow that it’s not appropriate to allocate the limited competences on the subject of airport rights to an independent Authority, due to the fact that the connection between regulation and market opening, that has always been considered inseparable since the knowledgeable arguments put forward by G. Amato twenty years ago (G. Amato, now 2015), ceases to be valid.

In support of this, it may be said that the directive certainly did not demand that the regulatory functions be attributed to an independent Italian authority. In fact, it failed to respect the choices made by almost all countries that allocated such functions to national civil aviation Authorities that were already in place, and we hope that Italy may also enjoy the freedom to choose the model provided for by the law, that presently calls for the directive with a dual regulation. If anything we should look to the complete exit from the independent economic regulatory system, considering the real needs and combinability of conflicts in a non-bureaucratic fashion, but rather through negotiations supervised by an unbiased Authority that may surely be said to be above all parties. Surely not independent, however, from the political instructions that on these subjects can not avoid being, as always, mindful of ENAC’s clear technical expertise. Rights, once established in an administrative fashion after the regulatory start of the directive, are negotiated according to a method that allows infrastructure users to express their misgivings on the subject of extra costs and overdesign, thus aiming to closely link innovations to the quality of services. For this reason the Italian legislator has correctly specified that, even for small and medium airports whose tariffs have to be set in accordance with ART instructions, the investment plan, approved on a technical basis by ENAC, together with the plan for quality and other environmental protection measures, cannot be questioned. Even if its observance is allowed, allocating the equal participation criteria of air carriers to which a significant amount of the economic life of airport management is owed, due to the transit of passengers who are also consumers. But the demand to keep investments low in order to keep artificially low ticket prices clashes with the necessity, on behalf of airport operators, to adequately protect the national interest and its active and growing functionality. For this reason, the equilibrium price cannot be wholly allocated in accordance with the negotiations in which, often, especially in minor airports, the operator finds itself giving in against aggressive airlines that demand lower or non-existent tariffs, at times even a bonus for their

presence, and the opening of new routes. It's the most isolated territories that are more gravely subjected to this type of blackmail, bleeding their resources dry as long as they can have traffic and often running their activity into the ground, as happened to Forlì, Rimini and Crotone.

The fact remains that, pursuing the logic of lowering tariffs at all costs does not lead to greater volumes of traffic, as the international experience shows, but it merely impoverishes the system and contributes to aggravating the socio-economic decline that it sought to alleviate. In this way, setting tariffs today is the consequence of government action that, through interministerial decrees, approves a contract to which the determination of rights should accede to, being at that point consequential, thanks to analytical accountancy and to the rules already fixed by ENAC and further reaffirmed in ART's tariff schemes.

These models are now drawn up by ART which, as is shown in the first Report dated July 2014, intended to comply with the European Directive, just as ENAC did during the stage when, as the new structure was not running at full capacity, it had drawn up the regulatory framework, in its capacity as the Interim Authority pursuant to the Directive, due to the fact that it had specific expertise and complies with European instructions to allow room for negotiations between the parties, thereby determining, on a permanent basis, the tariff, as occurred for what are known as programme contracts on an exceptional basis. A more restrictive activity than the one performed by ENAC which, having the possibility of intervening as the sole technical regulatory authority, is better equipped, in practical terms, to modulate the costs of concession-holding companies, also relating them to investment development plans. A form of economic regulation which fully complies with rulings by the Constitutional Court [judgement n°41/2013] which clearly reiterated that "the functions assigned to the Transport Regulation Authority, if considered correctly in light of the rationale informing their establishment, neither supersede nor replace any active or supervisory administrative authority; they perform an oversight function, by reason of which the body's independence is configured [judgement n° 482/1995]". In my opinion, thereby, unequivocally clarifying that the mere regulatory framework, where necessary, alters neither the criteria for distributing authority amongst the various government levels nor makes it necessary to replace pre-existing parties or apparatuses which have developed specific technical skills appropriate for creating tariff policies serving to develop transport infrastructure. In other words, as already noted by D'Albert (2008), the public regulatory authority's status as an entity independent from politics is favoured by national and ultra-national legal systems, but "does not give rise to a principle of general importance". This is due to the fact that in the European states, also after the Directive governing airport rights, for many areas such as postal services, transport, water and others, the use of ordinary administration still applies; this relies on government apparatus and employees, therefore politics. It is even more interesting, with regard to this discussion, to recall, as the author we have just cited does, that authorities must be independent from the companies they regulate, whilst independence from executive power and politics becomes necessary for those States in which the government has equity interest or control over regulated companies. And, as we stated above, unlike other means of transport, this does not occur in Italy in the air transport sector, unless we wish to consider the ownership of airports regarding which concessionary rights are granted, as influential with regard to the regulation of the concession-holding companies' tariffs. In this regard, it is sufficient to cite the recent contribution by M.A. Sandulli (June 2014) who, analysing the new air worthiness code, writes: "as we can easily see, the new total management model meets the need for a clear distinction in terms of roles between the administration granting concessions, essentially expected to perform regulatory and supervisory functions in order to ensure and check that the public interest is met in the best way possible (in terms of safety, compliance with supra-national rules, airport development in keeping with user requirements, protection of passengers' rights) and concession holders, joint stock companies without ownership restrictions

to whom for a considerable period and with exclusive rights, the management of the airport land and infrastructure is assigned so that, under the control and supervision of the sector authority, they are used and exploited economically, reconciling entrepreneurial requirements with responsibilities relating to the provision of public service and the obligation to guarantee fair, non-discriminatory access conditions to users". Certainly not an easy task, requiring profound improvements to the administration and the abandonment of a bureaucratic mindset; in other words a radical reform of the central, but above all local administrations, so that they equip themselves to cope with a dynamic situation and accompanying economic adjustment, profitability and innovation processes. Must we declare this process is not possible given the many disappointments and cases of malfunctioning recorded so far? Should we completely resign ourselves to devolving the regulatory function to centres which lie outside the process of democratic control, in a sort of government by philosophers which seems foreshadowed, if we haven't failed to understand, by the suggestion of "epistemic communities" which Sabino Cassese has spoken of. Communities or centres of power respond to powers which are not always visible and not entirely clear, to the detriment of the system of accountability. Of course, appeals are made to the administrative courts, in other words to the only independent source of power contemplated by the constitution "with regards to this point we should consider the recent Supreme Court of Cassation, Combined Sections, judgement regarding the Consob Business Regulatory Authority with the affirmation of the role played by the Regional Administrative Courts in cases of inertia) and Parliament chooses the authority colleges with a qualified vote. No democratic tears should be shed for a process which globalisation and technical development would seem to present as crucial and beyond discussion, but at least not a plethora which renders institutions already suffering under the weight of requests for action, increasingly illegitimate. Such action almost always proves to be impossible, creating frustration and a sense of detachment amongst the public which increasingly is replacing the sovereign people as Schmitt had already prophesied in 1929 and as analyses by Guy Debord have confirmed over the last 30 years. The concept is too far ranging and we should merely refer to the astute essay by Giorgio Agamben (*The Kingdom and the Glory*, 2008).

In a nutshell, what we can still say is that public measures to regulate sectors are essential to allow for proper commencement of liberalisation (D'Alberty cited 87), but when such sectors are mature, our sense of logic (but also certain astute key figures such as judge Scalia cited by S. Cassese) would like these measures to be reduced in order to leave room just for anti-trust measures. Obviously it depends on the extent to which the market is truly competitive, which, if we are not mistaken, in Italy is in fourth or fifth position in terms of liberalisation globally. Obviously the government is also free to take steps as it has done for reasons of systemic completeness or for pure symmetrical enrichment though in a sector which the transport authority defines as being highly heterogeneous and not only in terms of quality, but especially in terms of differentiation with a specific reference to the presence of public operators or fixed networks or capacity flexibility. However it should not be forgotten that the stimulus for development which may come from further liberalisation and, above all, simplifications, is clearly insufficient in times of stagnation due to a downturn in domestic demand and it is not capable of contributing to a recovery in productivity, which has become our economic system's real Achilles heel. The most recent analyses conducted by the Monetary Fund and by the European Commission bear witness to the fact that the slight increase in growth has been sparked by favourable exchange rates, by the consequential recovery in international markets, by the fall in the cost of energy and by Quantitative Easing. Structural factors which have very little to do with the many institutional measures put in place over the last few years, the efficacy of which, as the anti-trust notes (Report, 2013) is contingent upon fundamental "market infrastructures" functioning properly and specifically, on the one hand, "an efficient public administration, institutional architecture in which

the distribution of competences amongst the various territorial levels of government takes into account market dynamics and does not distribute veto powers and the certainty of the justice system and complete respect for legality, are the indispensable preconditions to allow the market to function, to attract new businesses and investments, rendering competition effective and, on a final note, encouraging economic growth". If we then add the legal system, both civil and criminal, to the difficulty creating mechanisms "capable of providing answers to disputes, giving security to those investing in Italy) and concluding investigations, which are necessary but which inevitably have unfortunate consequences on the propensity to invest within appropriate timeframes and are also liable to further slow down the decision-making process in the public administration, we will see that the initial enthusiasm for liberalisation as the catalyst for the growth, has been curbed.

It is obvious that we cannot stop this process and, far from it, the process must be completed, but at the same time tackling the unresolved areas relating to administrative, judicial and fiscal restrictions which too often, render competition unfair at a European, and even more so at an international level. One need merely consider the tax levels suffered by our companies compared to Irish and British companies which, together with an undisputed better organisational creative spirit, has played a key role in the success of European Community carriers which nowadays, as we stated previously, serve almost hundred million Italians out of just under one hundred and fifty. We cannot imagine that asymmetrical competition can long survive the impact of new competitors which, in terms of costs, financial and energy resources are better equipped.

This is the question raised by American and European carriers with regard to fairness competition.

Open markets such as the air transport sector, need substantial parity in terms of costs. They do not need additional regulations. If this is not possible, the fate of industries which labour under greater burdens is sealed and competition, only seemingly, operates in the national interest given that the costs of bailing out, not so much companies, but at least workers, has to be borne by the taxpayers in mature welfare systems. So that what the client/consumer gains in terms of price and enhanced connectivity, he risks having to pay as a citizen with an ensuing increase in democratic disaffection. It seems self-evident that the current government is very aware of this process and intends to proceed with determination both to promote additional legislative amendments and, perhaps primarily, ensuring the implementation of measures which have often not been implemented and whose illusory adoption contributes to fuelling uncertainty as to the actual suitability of theoretical models to obtain the important result which is economic recovery and a lessening of social hardship.

Obviously we can only abide by the instructions of the legislator and offer our obedience in implementing their legal provisions to the best of our abilities. This is why we will soon summon all airport operators to instruct them to rigorously comply with the contractual commitments they have stipulated, either through a complete contract of economic regulation (the three largest systems), or through a Planning Agreement that provides for a plan of investments, quality and environmental protection, to be stipulated subject to interministerial approval, a procedure that has been expedited by the "Sblocca Italia" decree.

With regards to international agreements, it is worth noting how an open Sky will be created with the Emirates at the end of 2017 as required by their country's aeronautical Authority, and that frequencies will be increased straight away, so as to increase the inflow into our country and the intercontinental routes for our main airports. Even in this case I have to commend Minister Delrio for having given value to the competencies historically acquired by ENAC, in a process of ministerial mandates that have truly followed the principle of liberalisation put in place by the government. It's difficult for me to conceive what is feared when an impoverishment of administrative rights is envisaged as a result of the weakening of the wave that linked liberalizations and independent administrative authorities, given the weaknesses and technical shortcomings of the traditional administrations, even the most advanced ones. It's the

market on a loose leash that has imposed itself without tight controls, and regrettably without a policy capable of indicating pathways to safeguarding public interests. But this impotence should not last forever. Given the diversity of the situations and the applicable fields, now recognised by almost everyone, the nostalgia for public intervention would find no room where community norms are fully adhered to, and whereby the jurisdictional organism of consolidated authority have to comply with such norms. Therefore, saying that the outbreak of the 2008 crisis and its prolonged duration have undermined the faith both in the market's functioning and in the capacity of independent authorities to introduce regulations (Giulio Napolitano, 2015), means merely hoping that politics may find its space again to provide stimuli, creativity and responsibility, giving up on the idea of technical process that can solve conflicts by sterilising stakes and facing them with a nepotistic or corruptive degeneration that cannot be the norm for social coexistence. But this conversation would be too long, and it deserves an appropriate forum that may be the next Civil Aviation book that we are working on. At the moment we acknowledge, along with Napolitano, the fact that the crisis, as has always happened, imposes the need for an increasingly active role on behalf of States and Governments, with the inevitable appendix of returning to the primacy of political choices and the exercise of administrative discretion. And in particular of technical discretion, that implies a profound readjustment to the mechanisms for the selection and qualification of the people in charge, so that the called for state or community responsibility, finds in the apparatus an unbiased and credible actor whose aim is to incentivise and support private initiatives as they are the engine for growth and the creator of job opportunities and therefore active citizenship, as opposed to an obstacle, a tool curbing progress or even causing paralysis. After all, it seems necessary to introduce a historical perspective, as Sabino Cassese (S. Cassese with L. Torchia, 2015) did recently when he told Luisa Torchia, and they are both certainly in favour of the establishment of independent authorities, that "the establishment of independent authorities has happened to liberalise, therefore to take decisions, each of which are worth a large amount of money, permitting new operators to enter fields that were formerly restricted, at the same time limiting the space for public operators. It takes a lot of force, therefore, and a lot of distance from the traditional power structures. In addition, that establishment has taken place in a phase during which the political world was particularly weak. Therefore, it's been possible to capitalise on the opportunity".

There is a truth in this brilliant synthesis that no abstract arguments can ignore. For many fields, ranging from energy to telecommunications and railroad transport, this was about taking decisions that political power didn't want to take, or couldn't take. The weakness of one side was therefore a sufficient reason for the strengthening of the other, a decisional model based not on consensus but on general interest. The discourse becomes broader if we refer to the profound modifications that the economic crisis is provoking within the institutional architecture (A. S. Roberts, *The logic of discipline*, 2010). Luisa Torchia recalls that, according to this author, the crisis has overturned the logic of discipline, because it has shown the instability of markets. Therefore it should be markets and not States that need discipline, giving birth to a new phase of national and global regulation. It's an open process where Cassese identifies a circular motion. "In the 1930's, the crisis of the private firm, followed by a strengthening of the public hand, then at the end of the century came the weakening of the State followed by its regression; finally a crisis of private finance with a new advancement of the State".

Can the cycle that provides for the crossing over of politics still be activated, or does it need re-thinking? In any case, what remains valid is the equation that sees authorities distant from politics in order to liberalise and control free markets through technically advanced structures with the aim of supervising, guiding and controlling market structures not only to avoid monopolies (for this task the Antitrust Authority, perhaps enlarged to a single European market is sufficient), but also to alleviate the burden on public finances through mechanisms, such as concessions, that relieve the weight of investments necessary for competing on a global scale by placing them on the

market's finances. We need to focus on the rehabilitation and legitimisation of a kind of politics that can supply itself with the necessary tools to implement painful decisions that may be better in the long run, as opposed to the traditional actions that place a burden on finances which are already depleted, as the present government appears to be seeking to do. No mask, therefore, but the recognition that the narrative of abandonment by the State has never solved the issue of a true reformation of the administrations, and instead it has left room for new disappointments and understatements. For this reason we do not need to create an abundance of useless institutions that serve no useful purpose given that the market has already achieved equilibrium on its own; despite the initial resistance that led to the blocking by law of airport tariffs in the attempt to stop the agony of a public Alitalia, with the results of bringing about a costly failure and a slowing down of the development plans. That story is now over, the market has developed its destructive capacity in a Schumpeterian sense and the main players have changed totally, as has been described above. This is true especially for a sector that now, excluding a few, very limited exceptions, does not burden the public finances because it has to find the resources on the market which are necessary to grow and face demands for quality, welcoming and services linked to the probable and hoped for growth in traffic. Only large financial and/or industrial structures can enjoy access to these kind of resources, which, being costly, need adequate tariffs that can offset them. The Planning Agreement therefore represents the tool to activate market resources at prices that are presently very favorable and to complete the commitments to reorganise and modernise, also from a technical perspective, and to create infrastructure that aren't imposed by the market, but rather by the general programming of the country. It's the case of environmental protection that derives from international commitments made by the State, of technological adaptations of air and land routes, of the demand for comfort that involves an increasing number of clients within the international context, where there is a developing competition between airports that in essence becomes competition between the attractiveness of countries. Therefore the old reliance on natural monopolies seems to be weakening, because in a global world it's whole areas that are competing, as demonstrated by Turkey's leap into our nearby area and the advent of large hubs in the Gulf. Of course one may resign themselves to a decline and easy populism that promises ever lower prices, but only for local and regional traffic, where there are increasingly thinner margins, and with a subsequent decay in the infrastructure and in innovation. Otherwise, we could think about a global dimension of competition where airports and airlines compete not on prices but on the quality and innovation of their models, with growing investments. One only needs to think about the new technologies that reduced noise levels, or the spaces for long journeys and the experimenting of services for goods in a suborbital area. This is all happening and Italy needs to enter this area with wide-reaching research and innovation programmes.

For our part, we have worked to certify new experiences, from remotely controlled aircrafts to suborbital dynamics. But we demand an airspace dynamic that has to be both European and national. More than the banal mechanism of a technique that according to the Commission can be carried out, on average, by a single individual. And then, in times of recession and deflation it is investments that lead to the creation of a transitory space for excellence one which is always reversible, but at the same time guaranteed by patents. New realities, as a current American note explains on the basis of high-tech experience. Without innovation and without capital the price wears itself out and activity becomes reduced, as happened regrettably to us in the many microfirms that did not survive because the only profits came from long range activities in a semi-monopoly that they did not have the means to carry out.

The Italian legislator should be warned about all this in order to find possible remedies, starting from the need to reduce costs for companies and to incentivise research. But we know this very well, and this is also the commitment declared by the Government that we can't but share and facilitate, with firm belief and out of duty.

Alessio Quaranta

Director General
of the Italian Civil Aviation Authority

The new regulatory framework

The implementation of Directive CE/12/2009 concerning airport charges and the establishment of the National Supervisory Authority in the Italian juridical system, as provided for by the new European rules, has modified the legal framework of reference in the field of airport charges and defined a significant revision of the regulatory structure, which originated a substantial reorganization of the institutional tasks and responsibilities falling under the area of competence of several bodies in this sector.

The National Supervisory Authority is established in Italy as Authority for the Regulation of Transport (ART), appointed with article 37 of the Decree-Law 6/12/2011, no. 201, amended by the Law 22/12/2011, no. 214, applied since 15/1/2014 and which performs, ex lege, multiple functions in the field of economic regulation, among which it needs to be underlined the safeguard and the promotion of competition, of cost-effectiveness and fair access to the infrastructures of the transport sector, as well as the definition of specific criteria for determining the level of charges and for allocating the monopoly of services.

With specific reference to the airport sector, the ART has been entrusted, according to the provisions of articles 71-82 of the Decree-Law 24/1/2012, no. 1 (Deregulations Decree) amended by Law 24/3/2012 no. 27, of all functions of supervisory Authority, as provided for by the Directive 2009/12/CE, including tasks of economic regulation, surveillance and approval of charging systems, defined even on a multi-year basis.

The procedure, aimed to the endorsement of these systems, provides for the application, on behalf of the airport managing bodies, of specific "airport charging systems" that, following a consultation with the airport users, are submitted to the supervising authority for its approval.

In 2013, pending the full efficiency of the ART, still underway, the Ministry for Infrastructure and Transport has entrusted ENAC, through a specific Directive (Atto d'Indirizzo), of the temporary role of supervising Authority in this sector. Therefore ENAC has promptly provided both for the processing of the aforementioned charging systems and, after the appropriate consultations with the airport users, for their publication on its own website. As soon as ART became operational, on the basis of what already laid down by ENAC, it arranged the drafting and the ultimate publishing of three charging systems, each one differing from the other in terms of passenger movement threshold. The Authority is committed to monitor and to give formal approval to the application of said systems by the airport managing bodies.

Throughout 2014, therefore, the transfer from ENAC to ART of the regulatory functions linked to the economic definition of airport charges have been refined, although ENAC retained the liability of approving, under its technical knowledge, plans of investments, of traffic, and of quality and environmental protection. These plans are to be used as pillars to define, as a basis of the regulatory process, the long-standing dynamic of the charge system.

With particular reference to these systems, it is worth highlighting that the stability law 2015 (Law 23/12/2014 no. 190) requires, according to article 1, comma 220, the abrogation of article 76, comma 1, of the above-mentioned Deregulation Decree, as far as the section provides for the purposes of defining the system of airport

charges in the context of the charging systems, the compliance with the principles and criteria outlined in article 11-nonies of the Decree-Law 30/9/2005 no. 203, as amended by the Law 2/12/2005, no. 248, which constitutes the consolidated regulatory framework to refer to for the definition of airport charges.

In light of the above, it could be gathered that, in the future, charging systems won't necessarily have to be linked to the prompt observance of the provisions of Cipe Resolution no. 38/2007, and to the related ENAC Guidelines, issued in compliance with the rules of the above mentioned Law no. 248/2005.

In addition to the juridical framework, it is worthwhile noting that, when the implementation of the Directive 2009/12/CE was about to be finalised, with the establishment of the new supervising Authority, ENAC was refining the preliminary ongoing activities still in course at that time, with the aim to conclude the ordinary Planning Agreements with the airports of Catania and Cagliari and the derogation ones with the airport networks of Roma, Milano and Venezia, these three being of particular relevance, taking into account the strategic role and the overriding national interest which characterise them.

In order to conclude such contracts and speed up the implementation of a specific multi-year charging scheme incentivising private investments in the airport sector, the legislator, by acknowledging the substantial conformity on the subject of airport charges to the national rules as compared with the European ones introduced by Directive 2009/12/CE, assessed through art. 22 of Decree-Law 9/2/2012 no. 5, amended by Law 4/04/2012 no. 35, that the adoption of the European Directive foresaw that the underway procedures for the conclusion of the Planning Agreements with airport managing bodies should have been preserved, by setting the date of 31/12/2012 as a deadline for their finalisation.

In view of a new institutional and regulatory framework to refer to, imposed by the demand to be put in line with the European law, the essential need has been envisaged in preserving the already consolidated results during the preliminary hearings of the Planning Agreements, and concluding their content, in order to swiftly raise the investments at airports with strategic importance both for the national and for the international network, thus preserving both public and private interests related to the exploitation and the development of such airports.

The actual legislative framework takes therefore the shape as a regulatory system in which, so far, two separate supervising authorities coexist: ENAC and ART, whose areas of competence do not overlap nor cross, because although both authorities carry out the same regulatory structure, the recipients of their activities and the respective areas of interests are divergent.

On one side ART has been set up as a supervising authority for all those airports of national interest that are open to commercial traffic, and bounded to follow the implementation of the charging systems, including those terminals who have an expired Planning Agreement. On the other side, ENAC carries out the role of pro-tempore supervising authority exclusively in the context of the Planning Agreements that are still in force, until the expected expiration date. At that time, ART will replace ENAC in the role of carrying out the regulatory functions also towards those airports whose Planning Agreement is expired.

With specific reference to the Planning Agreements that are still in force, ENAC acts as economic regulator like ART does with regard to the airports that belong to its area of jurisdiction, and approves, on an annual basis and in conformity with the principles established by Directive 2009/12/CE, the maximum level of airport charges to be applied by the airports of Roma Fiumicino and Ciampino, Milano Linate and Malpensa, Venezia, Catania and Cagliari.

In particular, ENAC monitors on annual basis the development of the measures to be taken scheduled in the investments plan, along with the qualitative performances of the services rendered in airport contexts and with those activities aimed at preserving the environment, furthermore guaranteeing the compliance with the cost

principle, so that the payment sustained by the airport user for the creation of the infrastructures essential to the aerial navigation are strictly related only to the costs of managing and completion, on the basis of pre-fixed quality standards of the infrastructures built in the airport area.

The “binary” system of supervision thus far illustrated, adopted in Europe both by Italy and Belgium, has been recently confirmed in a correspondence between the Italian Government and the European Commission.

Coming more specifically to the role that ENAC will assume in this new institutional and regulatory context, taking into account that it constitutes the pro tempore supervising body for all Planning Agreements still in force, and moreover that it is set up as the sole authority performing the exclusive competence for the evaluation and approval of the investments plans, of the traffic plans, of the quality and environmental protection aimed at implementing the charging systems on behalf of the airport managing bodies, it's indeed of primary importance what laid down by the Decree-Law 12/9/2014 no. 133 (Decreto Sblocca Italia), amended by Law 11/11/2014 no. 164. Article 1 comma 11 of this Decree-Law outlines more clearly the role that ENAC will fulfill in the context of the actual technical and economical regulation of the airport management within the functional reorganisation of competences originated by the implementation of Directive 2009/12/CE.

Article 1 comma 11 of the “Sblocca Italia” Decree requires that: “In order to allow the launch of investments as provided for by the Planning Agreements of those airports that are considered of national interest, as laid out by article 698 of the Navigation Code, the Planning Agreements signed by ENAC with the operators of airports considered of national interest are approved within 180 days from the entry into force of the conversion Law of the present Decree, by the means of a decree issued by the Minister for Infrastructure and Transport in concert with the Minister of Economy and Finances, who has to address the issue within 30 days, that cannot be extended. Through the combined provisions of the above mentioned rules, it can thus be gathered that, in parallel to the reorganisation of the regulatory functions among the different administrations, the definition of the airport charges system has suffered from such a reorganisation as well, and has been divided into two complimentary and interdependent stages: the first consists in the technical approval and the related stipulation of the Planning Agreement between the airport managing bodies and ENAC, the other stage in which the commitments made by the airport managing bodies with regards to the measures to be taken scheduled in the investments plan, along with the plans of quality, environmental protection and traffic forecasts, are translated into charging parameters provided for in order to endorse the airport charges, in the context of the charging systems subject to ART's approval.

The charging control of airport managing bodies will, therefore, continue to be based upon the stipulation of Planning Agreements with ENAC. This agreements will regulate the planning of the needed infrastructural and maintenance measures to take place in the airport area in order to enhance the airport and promote those objectives, in terms of quality of the services rendered and environmental protection, that the airport managing body will have to guarantee throughout the entire duration of the contractual cooperation.

Conversely, from the implementation of the related charging systems, which fall under ART's jurisdiction, will originate the system of charges applicable to the airport users, through which the airport managing body will retrieve the financial resources to be addressed to the sustainable development of the airport, according to predetermined quality standards and in compliance with the technical-environmental provisions set forth in the plans of investments.

Benedetto Marasà

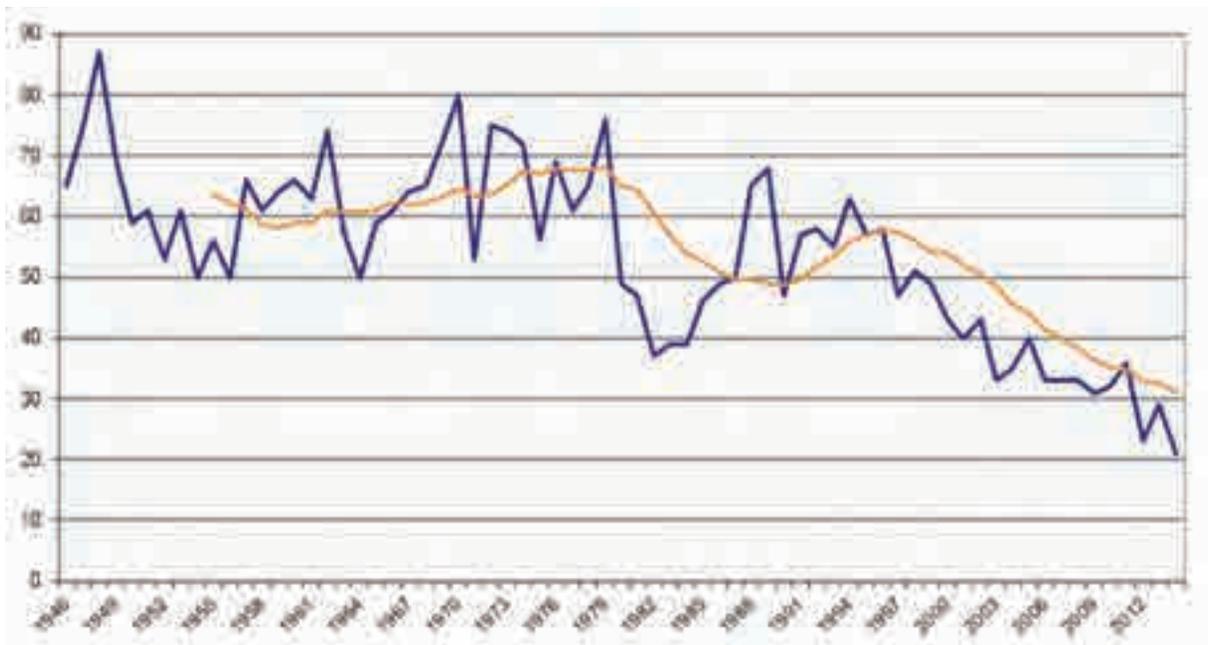
Deputy Director General
of the Italian Civil Aviation Authority

Flight safety in 2014

The state of global aviation safety

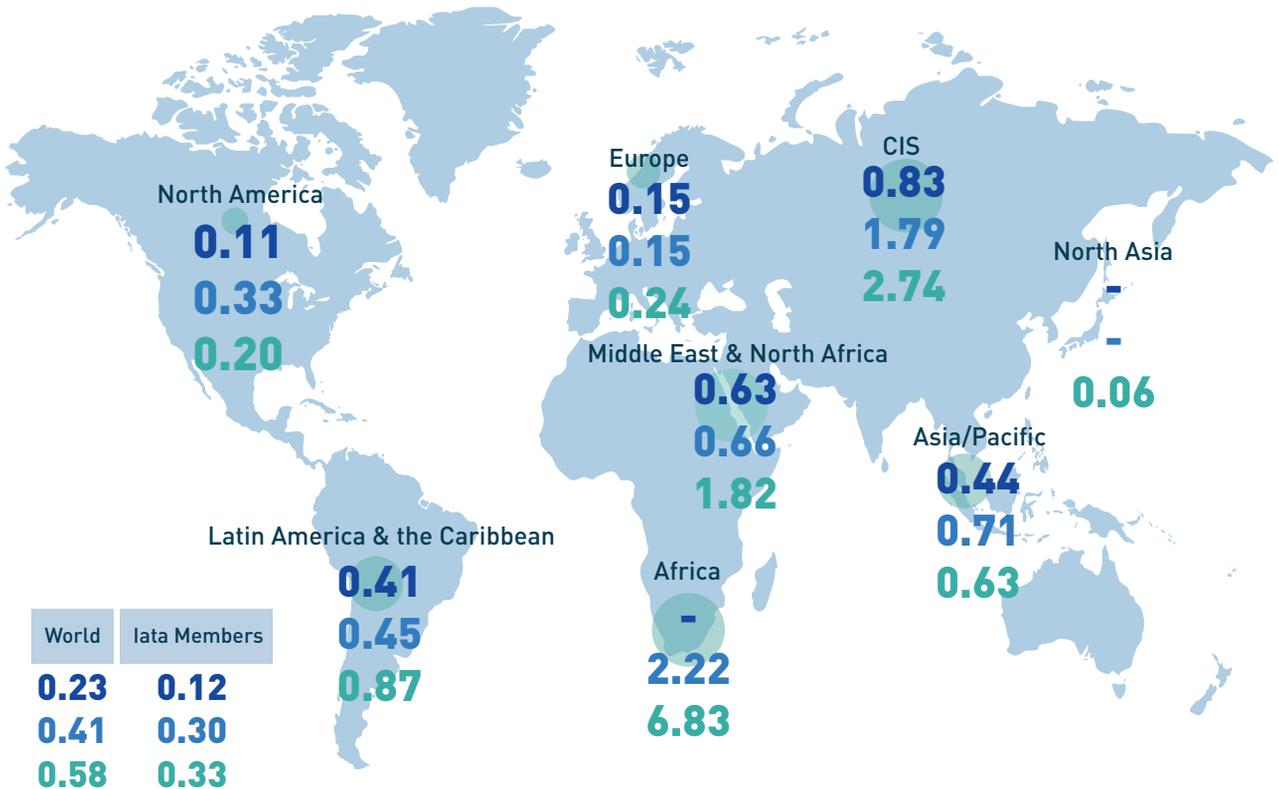
For global aviation safety records, 2014 was a year of stability in which the excellent results of the preceding year were consolidated. In passenger air transport there were 21 fatal accidents with a total of 990 victims [source: Flight Safety Foundation - Aviation Safety Network].

Statistically, as displayed in the chart below as well as in the one shown during the EASA representative's address, there was a clear drop in the total number of aviation accidents and in the global annual average of the last ten years.



Fatal accidents per year (moving ten-years average in orange)

Data sorted by world region (source: IATA Safety Report 2014) demonstrate how fatal air accidents in the European region remained steady compared to 2013 (0.15 accidents per million flights); the European accident rate exceeded the North American rate, reversing the 2013 ranking where Europe had the lowest commercial aviation accidents rate in the world.



Total jet hull losses per million sector for operators registered in the Iata region.

Commercial airplane accident rate in 2014 (per million flights)

Sadly, the 2014 accidents include the two occurred to Malaysia Airlines Boeing 777 flights which alone totalled more than half the fatalities of 2014, noting that the causes for the second disaster was unrelated to aviation safety (notably it was an act of war in the Crimea skies).

The first Malaysia Airlines accident (Flight MH370 of 8 March 2014 - lost contact with air traffic control and was never seen again) raised an issue of great significance for aviation safety: aircraft flight tracking control over oceans and inhospitable areas where radar coverage of civilian air traffic is not ensured. Indeed, this was the second case in few years where an airliner with hundreds of passengers on board crashed and was not immediately localised (the previous case involved Air France Flight AF 447 which went down in 2009 into the Atlantic Ocean off the coasts of Brazil and whose remains and debris, including the flight recorders, were found only two years later).

The continuous flight tracking is today one of the most discussed flight safety issues; various regulatory proposals are being prepared with methods and procedures to be implemented for transport flights throughout the entire route in particular on areas with no radar coverage. A definitive solution to this issue will be achieved through the use of satellite systems that will retransmit signals received from airplanes to the various ground stations at a frequency rate (every few seconds) that would make it possible to follow the flight almost continuously.

National activities and results achieved

ENAC (the Italian Civil Aviation Authority) has been very active in safety-related operations in 2014, despite having fewer available resources compared with the previous year, due to hiring freeze on retirees' replacement.

Leaving out the detailed reporting of the various activities, which can be found in other parts of this Report, I would like to highlight the most important achievements of the past year.

As far as rulemaking, a good 60 regulatory products were issued by ENAC and consequently implemented. Regulatory activity pursued the objective of a comprehensive, systematic review of the Authority's technical standards, in light of the need for substantial simplification, to make regulations and circulars complying with European standards, developed by EASA with the support of EU member states, to which ENAC contributes with the participation of more than 50 managers, professionals and officials.

The regulatory review project, which is to last three years, also aims to eliminate duplication with European legislation and to regulate national air safety activities only when strictly necessary, in accordance with the principles of proportionality and subsidiarity that are the foundations of EC laws and applying the concept of performance-based regulation, widely adopted by the international aviation community.

ENAC issued the second edition of the State Safety Programme – Italy, prepared with the cooperation of the Ministry of Transport, ANSV, Italian Air Force, ENAV and Aeroclub of Italy.

Implemented measures include European Commission Regulation no. 1178/2011, regarding pilots' licences, aircrew training organisations and aero-medical centres, and Regulation no. 965/2012, concerning flight operations, which replaced the earlier JAR-FCL, EU-OPS and JAR-OPS 3 standards.

The main novelty of the European licensing and flight operations regulations is the introduction of the Safety Management System - SMS, applying to approved organisations and authorities, in compliance with Annex 19 of ICAO in force since 14 November 2013. The introduction of SMS to training organisations and aircraft operators, as well as to airports (it has been in force since 2008 in Italy, based on the regulation regarding airport construction and operation) and subsequently to production and maintenance organisations, is the answer to the need for proactive safety improvement where organisational factors (safety policy, risk management, safety assurance and promotion) are the paradigms for meeting the social exigency of the highest possible level of safety in civil aviation, considering the today widespread use of air transportation.

Upon conclusion of the transition period, characterised by considerable internal preparatory work, learning about and providing training to the external context, and after the positive verification of compliance with the new European requirements, 5.355 aircrew pilot's licences were issued in 2014, as well as 40 certificates to air training organisations (ATO) and 62 air operator certificates (AOC).

In 2014 the implementation of the Remotely-Piloted Aircraft Regulation also began, regarding the so-called drones, eagerly awaited by the market and industrial sector which are in huge expansion, with hundreds of experimental and operational initiatives. The related ENAC regulation and its actual implementation provide effective answers to the exigency to regulate this innovative aircraft category and to control their use, while awaiting a European regulatory framework – to take shape according to the March 2015 Riga International Conference Declaration and the Concept of Operations issued by EASA immediately after. However, the time required to issue and implement the European legislation that will regulate civil use of drones is quite long and therefore national regulations to control the orderly development of this sector are required. This applies to other European countries as well: there are in fact eleven EU member states that have adopted national regulations on Remotely Piloted Aircraft System (RPAS). The second edition of ENAC Regulation on RPAS, focusing on the acquisition of skills to pilot drones and simplifying the use of those having a lower risk factor, it's about to be completed.

Within this context, a 2014 ENAC General Director Act designated Taranto-Grottaglie Airport as a Test Bed, a logistical and operational platform in support of industrial development, specifically for experimenting remotely-piloted aircraft.

Upon request by the Minister of Transport and Infrastructure Cabinet, a technical board was established, chaired by ENAC, for the coordination of operations of all private and institutional organisations involved in the "Grottaglie Project". A recent release said a remotely-piloted aircraft, designed and built by a leading national aerospace industry, will be tested starting July 2015 at the Grottaglie Airport Test Bed.

Finally, a noteworthy event of 2014 was the signing of the Memorandum of Cooperation (MoC) between the FAA and ENAC in Washington, D.C. on 12 March 2014, covering the development of commercial space transportation, with which ENAC, as the first civil aviation authority in the world, established mechanisms for collaboration with its American counterpart in a futuristic sector that will certainly grow, especially as related to suborbital commercial flights.

In this context, ENAC benefits from the long standing experience and highly-skilled collaboration of the Italian Air Force (AM), with which a special Letter of Intent has been signed. Top military General Staff and Flight Testing Centre officers, based at Pratica di Mare airfield, along with ENAC representatives, are members of the joint USA-Italy Working Group dedicated to commercial space flights MoC implementation.

Specifically, in September 2014 a ENAC-AM delegation was invited to attend to the annual Washington meeting of the Commercial Space Transportation Advisory Committee – COMSTAC, the highest space policy body of the FAA, where a presentation of Italian commercial space transportation regulatory and experimental development projects was given.

Thanks to the Memorandum of Cooperation with the FAA, ENAC joined as a full partner the authorities that are to start drafting regulatory, infrastructural and operational conditions for commercial suborbital flights. In addition, ENAC and AM representatives take part in ICAO's Space Learning Group which coordinates the developments of international standards in this innovative field. The effects on the sector of applied research and on the national aerospace industry will unquestionably be highly positive.

Patrick Ky

Executive Director
of the European Aviation Safety Agency

EASA: status, role and scope of activities

The European Aviation Safety Agency (EASA) is the European Union Authority in aviation safety and the centrepiece of the European Union's strategy for the sector. Established in 2002, EASA has technical, financial and legal autonomy. The Agency staff is composed of more than 700 aviation experts and administrators from all EU Member States. The headquarters is in Cologne (Germany) with 3 international permanent representations in Washington (USA), Montreal (Canada) and Beijing (China).

The mission of the Agency is to:

- ensure the highest common level of safety protection for EU citizens within the Europe and worldwide;
- ensure the highest common level of environmental protection;
- avoid duplication in the regulatory and certification processes among Member States;
- enable the creation of an internal EU aviation market and a level playing field for the EU industry and other players.

The main activities of the organisation include the certification of aviation products, strategy and safety management, the oversight of approved organisations and EU Member States in all aviation domains including ATM and Aerodromes. Furthermore, EASA plays a leading role within the EU External Aviation Policy. The Agency is a strong counterpart of other aviation authorities outside the EU (eg. USA, Canada, Brazil) and a major contributor to the export of the EU aviation standards worldwide. Moreover, EASA promotes the movement of EU aeronautical products, professionals and services throughout the world, enabling the EU industry to develop a competitive and safe business within the EU and worldwide.

The EASA system: working in partnership

A strong partnership between EASA and the Members States is the key element of the European system to ensure a high level of safety for EU passengers within the EU and worldwide. A harmonised application of EU rules ensures a common high level of safety in all Member States achieving a European safety culture. It also guarantees a level playing field for all actors of the EU industry avoiding regulatory duplication and increasing cost-efficiency.

EASA plays a leading role in this harmonisation process both in the regulatory and implementation phases. In particular, EASA is responsible for ensuring that Member States apply the EU rules in a standardised way and for that purpose carries out regular inspections of the national aviation authorities of the Member States.

Commission implementing Regulation (EU) no. 628/2013 on standardisation inspections and for monitoring the application of European rules was issued on 28 June 2013 and became applicable on 1 January 2014. The new regulation introduced a system-oriented continuous monitoring approach to standardisation. Under this new regulation the Agency's standardisation activities are more focussed on safety performance and a more efficient use of resources, including a feedback loop to the Agency's regulatory process.

This has allowed to have a clearer picture of each Member State in the period between two inspections, with the possibly to adapt the inspections programme accordingly, and to better focus the planned inspections on significant issues. Continuous monitoring activities have also significantly increased transparency on the standardisation activities between EASA and each Member State.

In 2014, several initiatives were started in close cooperation or interaction with national authorities.

The Agency has intensified its contacts with certain States and with European institutions, in order to set up an alerting system for risks arising from Conflict Zones. This system aims to provide operational advice to operators for risks arising from conflict zones, based on the best available information. The Agency has also issued several Safety Information Bulletins in this respect.

In 2014 the Agency put also in force the first set of aerodromes rules at European level. All related EASA Opinion as well as Certification Specifications, Acceptable Means of Compliance and Guidance Material were issued.

The Third Country Operators (TCO) Regulation entered into force on 26 May 2014. This kicked off a 6-month application phase for all foreign operators that currently fly to the EU. The Agency will be responsible for issuing authorisations to Third Country Operators wishing to fly into the EASA airspace and land in one of the EASA countries. By the end of the application period which ended on 26 November 2014, EASA has collected and administratively processed approx. 650 applications from commercial third country air operators from around the world. Data continuously collected from the applicant operators is currently being validated. Two TCO NAA workshops with a newly-established network of TCO focal points were organised by the Agency in the reporting period, which provided a forum for coordination of operational activities and task sharing between MS, Commission and EASA during the TCO transition period.

The European Central Question Bank (ECQB) project was launched in 2014 in the context of support to Member States. It aims to implement a new system for the delivery of the Question Bank used by Member States for the theoretical knowledge examinations for commercial licences and the instrument ratings.

The Agency continued to actively engage and interact with external stakeholders, including industry and authorities, by organising forums and workshops. The 2014 EASA Safety Conference on General Aviation (GA) was hosted in Rome with the support of ENAC. The two day conference had more than 350 attendants, representing 250 organisations from 30 countries. It was one of the biggest conferences on General Aviation to be conducted in Europe with more than 50 speakers related to GA from associations, industry and authorities. Fruitful discussion took place, addressing a range of important themes including Pilot Licencing, Airworthiness for small aircraft and other elements of EASA's GA Roadmap.

Following a mandate from the European Commission, EASA was tasked to perform a technical investigation on radar losses from ATC displays in central Europe. These events resulted in reduced capacity in some of the affected ATC sectors, in introduction of flow measures and in delays. The aim of the investigation was to better understand the events from the technical point of view, to explain what occurred, to assess safety impact and finally to evaluate the need for taking actions necessary to prevent it from happening again. The technical investigation concluded that there was an over interrogation of the transponders which exceeded their capabilities to manage them. The final report was submitted to the European Commission early December 2014. With the objective to enable a step change in the safety analysis capabilities available at European level, and in order to achieve the transition from a reactive to a proactive safety system, the Agency has launched a feasibility study for a European Data Exchange Programme for Aviation Safety (big data) that would involve a large number of European stakeholders.

With the publication of the European Commission Communication on Remotely Piloted Aircraft Systems (RPAS), the Agency has significantly increased its involvement on this topic. It has created a dedicated section in the Certification Directorate to guide the Agency's activities in the field of RPAS. In 2014 the Agency accepted for the first time type certification applications for RPAS to be used in the field of civil aviation. On this topic, EASA has also increased its international outreach by taking the chairmanship of the Joint Authorities for rulemaking of Unmanned Systems (JARUS).

Looking ahead

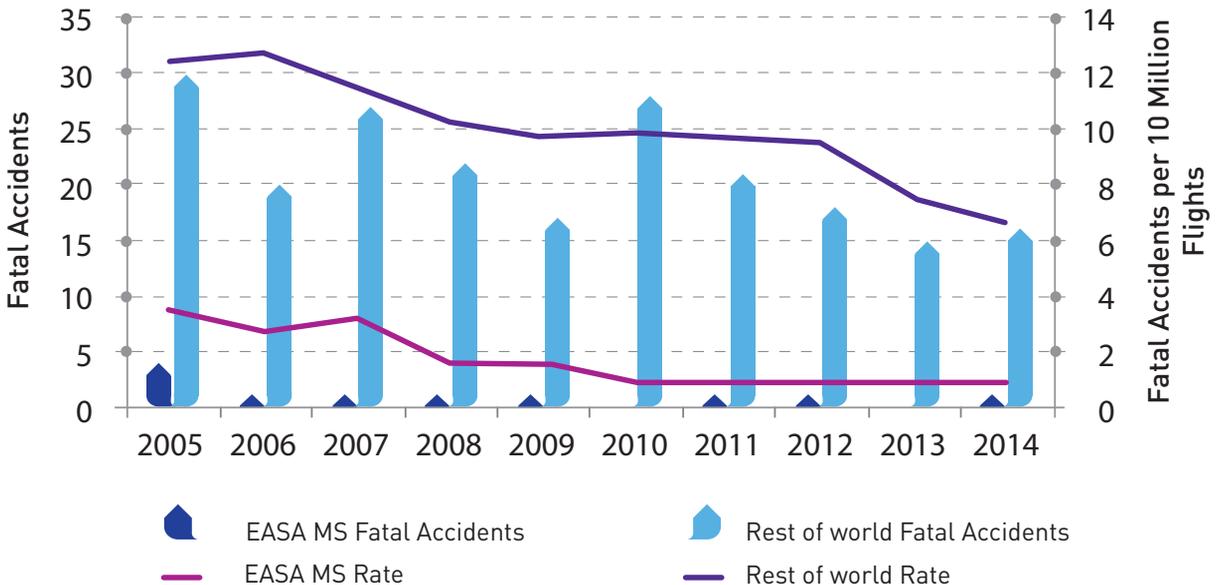
Looking into the near future, EASA is currently supporting the European Commission’s policy initiative on aviation safety with the aim to improve the performance of the European Union (EU) aviation system and to make it best respond to changes in the aviation environment and subsequent challenges to its safety.

The Agency has defined, taking into consideration the input received from the Member States and the industry collected in the course of 2014, the general principles that should guide the way forward of the European Aviation system to better address those challenges. These principles can be summarized as follows:

- a holistic approach to aviation including safety, environment, security, research among other fields;
- to improve the efficiency, proportionality and flexibility of the aviation system: Performance Based Approach and Risk Based Oversight;
- to optimise the use of available resources at EU and national level;
- to reinforce EASA’s role in facilitating and coordinating efficient cooperation among Member States and the sharing of resources and specific tasks in a cost-effective way;
- to allow the voluntary transfer/delegation of tasks, both “horizontal” between Member States and “vertical” to EASA;
- to ensure an adequate, harmonised and sustainable funding covering the whole system and harmonising the existing funding schemes in the Member States and at EASA.

In the aviation industry, there is a constant trend to increase efficiency through the use of new materials in aircraft, new manufacturing techniques for components and new technologies for managing aircraft traffic. EASA is active in such an environment, where safety is a priority and innovation a necessity.

EASA will continue to reinforce its partnership with the Member States to ensure a Pan-European safety regulatory and oversight framework that provides for a high level of safety to EU Citizens within Europe and worldwide.



Italian air transport in 2014



Overall national and international commercial traffic 2014

Scheduled and non-scheduled flights (arrivals + departures)

| Airport | Movements | | Passengers | | Transits | | Cargo | | WLU |
|--------------------|------------------|------------|--------------------|------------|----------------|------------|----------------|------------|------------|
| | Number | % | Number | % | Number | % | Tonnes | % | |
| 1 ALBENGA | 735 | -23,7 | 1.382 | 17,3 | - | - | - | - | 1.382 |
| 2 ALGHERO | 13.244 | -0,4 | 1.635.594 | 5,6 | 2.301 | 83,6 | 39 | 15,4 | 1.635.984 |
| 3 ANCONA | 10.709 | -5,6 | 477.218 | 4,2 | 1.679 | 53,8 | 6.991 | 5,0 | 547.128 |
| 4 AOSTA | 21 | -27,6 | 50 | 19,4 | - | - | - | - | 50 |
| 5 BARI | 30.819 | -0,1 | 3.664.337 | 2,0 | 9.047 | 28,9 | 2.060 | 1,3 | 3.684.937 |
| 6 BERGAMO | 66.390 | -5,1 | 8.696.085 | 2,1 | 6.102 | 31,4 | 122.488 | 5,6 | 9.920.965 |
| 7 BIELLA | 17 | -19,0 | 87 | 26,1 | - | - | - | - | 87 |
| 8 BOLOGNA | 60.278 | -1,6 | 6.533.533 | 6,6 | 38.951 | 34,4 | 32.167 | 4,1 | 6.855.203 |
| 9 BOLZANO | 2.255 | 89,7 | 57.660 | 128,3 | - | - | - | - | 57.660 |
| 10 BRESCIA | 3.720 | 1,7 | 9.940 | 38,8 | 197 | - | 19.158 | 71,0 | 201.520 |
| 11 BRINDISI | 16.894 | 7,2 | 2.158.718 | 8,5 | 4.185 | 24,2 | 12 | 51,5 | 2.158.838 |
| 12 CAGLIARI | 31.240 | 2,4 | 3.632.972 | 1,5 | 4.434 | 36,4 | 3.002 | 10,6 | 3.662.992 |
| 13 CATANIA | 59.637 | 10,4 | 7.217.512 | 14,4 | 16.948 | 40,6 | 6.205 | 1,3 | 7.279.562 |
| 14 COMISO | 2.610 | 527,4 | 328.027 | 477,0 | - | - | - | - | 328.027 |
| 15 CROTONE | 794 | 129,5 | 65.793 | 127,5 | - | - | - | - | 65.793 |
| 16 CUNEO | 3.439 | 41,0 | 233.992 | -18,5 | 2.147 | 15,4 | 20 | n.s. | 234.192 |
| 17 ELBA | 862 | 32,6 | 15.508 | 15,1 | - | - | - | - | 15.508 |
| 18 FIRENZE | 30.276 | 7,5 | 2.231.460 | 13,6 | 58 | 34,8 | 110 | 8,5 | 2.232.560 |
| 19 FOGGIA | 1.731 | 5,4 | 5.351 | -4,4 | 1 | 66,7 | - | - | 5.351 |
| 20 GENOVA | 13.328 | -10,8 | 1.259.078 | -2,7 | 2.674 | 34,0 | 276 | 63,8 | 1.261.838 |
| 21 GROSSETO | 1.062 | -6,8 | 3.908 | -15,8 | - | - | - | - | 3.908 |
| 22 LAMEZIA TERME | 18.503 | 12,4 | 2.414.277 | 11,1 | 6.703 | 30,9 | 1.439 | 9,5 | 2.428.667 |
| 23 LAMPEDUSA | 3.704 | -3,3 | 177.747 | -12,6 | 20 | 59,2 | 21 | 37,4 | 177.957 |
| 24 MILANO LINATE | 90.833 | -0,3 | 8.984.285 | - | 2.609 | 23,4 | 17.458 | 11,0 | 9.158.865 |
| 25 MILANO MALPENSA | 162.953 | 1,4 | 18.669.740 | 5,0 | 168.921 | 6,0 | 469.657 | 9,1 | 23.366.310 |
| 26 NAPOLI | 51.214 | 5,2 | 5.917.256 | 9,6 | 31.714 | 3,2 | 7.773 | 40,3 | 5.994.986 |
| 27 OLBIA | 19.115 | 7,0 | 2.095.828 | 6,0 | 10.897 | 7,7 | 310 | 9,1 | 2.098.928 |
| 28 PALERMO | 41.212 | 2,4 | 4.545.641 | 4,8 | 13.119 | 6,6 | 1.505 | 1,9 | 4.560.691 |
| 29 PANTELLERIA | 3.581 | -4,9 | 127.160 | - | - | - | 34 | 13,2 | 127.500 |
| 30 PARMA | 2.594 | 2,8 | 203.651 | 4,3 | 118 | - | - | - | 203.651 |
| 31 PERUGIA | 2.508 | -17,0 | 207.034 | -3,3 | 544 | 837,9 | - | 100,0 | 207.034 |
| 32 PESCARA | 5.155 | -17,3 | 552.116 | 1,7 | 277 | 12,1 | 14 | 98,1 | 552.256 |
| 33 PISA | 39.115 | -0,2 | 4.678.734 | 4,6 | 5.077 | 41,0 | 7.217 | 267,5 | 4.750.904 |
| 34 REGGIO CALABRIA | 4.741 | -6,6 | 517.159 | -7,3 | 169 | - | 45 | 55,5 | 517.609 |
| 35 RIMINI | 4.149 | -26,4 | 470.528 | -15,7 | 1.482 | 56,4 | 397 | 52,4 | 474.498 |
| 36 ROMA CIAMPINO | 47.148 | 1,9 | 5.016.642 | 5,7 | - | - | 15.668 | 4,7 | 5.173.322 |
| 37 ROMA FIUMICINO | 312.046 | 3,4 | 38.291.989 | 6,5 | 331.247 | 1,1 | 143.090 | 0,8 | 39.722.889 |
| 38 SALERNO | 832 | 0,7 | 2.245 | 11,7 | - | - | - | - | 2.245 |
| 39 TARANTO | 341 | 36,9 | 885 | 156,5 | - | - | 7.373 | 29,6 | 74.615 |
| 40 TORINO | 35.132 | -1,3 | 3.419.102 | 8,4 | 5.093 | 36,6 | 686 | 31,0 | 3.425.962 |
| 41 TRAPANI | 12.315 | -21,2 | 1.595.755 | -15,0 | 558 | 21,0 | 17 | 54,0 | 1.595.925 |
| 42 TREVISO | 16.187 | -3,0 | 2.226.534 | 3,3 | 287 | 73,7 | 1 | n.s. | 2.226.544 |
| 43 TRIESTE | 9.258 | -17,4 | 737.523 | -13,1 | 1.835 | 38,7 | 123 | 38,4 | 738.753 |
| 44 VENEZIA | 76.003 | -3,8 | 8.407.935 | 1,0 | 8.586 | 32,1 | 36.384 | 8,2 | 8.771.775 |
| 45 VERONA | 26.984 | -3,7 | 2.755.171 | 2,6 | 13.943 | 47,6 | 238 | 55,5 | 2.757.551 |
| TOTAL | 1.335.684 | 1,0 | 150.243.142 | 4,7 | 691.923 | 8,1 | 901.976 | 7,1 | |

Notes:

Rimini airport closed since November 2014

n.s. = non significant variation due to anomalous or non comparable results

Overall national commercial traffic 2014

Scheduled and non-scheduled flights (arrivals + departures)

| Airport | Movements | | Passengers | | Cargo | |
|--------------------|----------------|-------------|-------------------|------------|---------------|-------------|
| | Number | % | Number | % | Tonnes | % |
| 1 ALBENGA | 210 | -51,5 | 357 | -43,1 | - | - |
| 2 ALGHERO | 8.970 | 1,2 | 1.038.112 | 5,9 | 38 | 12,4 |
| 3 ANCONA | 7.287 | 1,9 | 170.088 | -5,5 | 6.547 | 4,2 |
| 4 AOSTA | 8 | - | 20 | -4,8 | - | - |
| 5 BARI | 21.281 | 1,9 | 2.543.351 | 1,0 | 2.004 | -1,0 |
| 6 BERGAMO | 20.204 | -3,1 | 2.748.840 | -1,4 | 11.962 | 36,4 |
| 7 BIELLA | 7 | -30,0 | 53 | 47,2 | - | - |
| 8 BOLOGNA | 14.200 | -3,1 | 1.732.518 | 7,5 | 3.455 | -4,2 |
| 9 BOLZANO | 2.176 | 87,7 | 57.195 | 126,7 | - | - |
| 10 BRESCIA | 3.246 | -6,3 | 2.371 | 2.294,9 | 13.523 | 36,1 |
| 11 BRINDISI | 13.488 | 7,8 | 1.775.692 | 8,7 | 12 | -0,8 |
| 12 CAGLIARI | 24.602 | 5,3 | 2.882.717 | 3,8 | 2.965 | -11,0 |
| 13 CATANIA | 42.821 | 4,2 | 5.163.975 | 8,0 | 5.931 | 2,1 |
| 14 COMISO | 1.512 | 443,9 | 172.724 | 379,2 | - | - |
| 15 CROTONE | 760 | 119,7 | 65.765 | 127,4 | - | - |
| 16 CUNEO | 804 | -22,7 | 109.203 | -12,2 | - | - |
| 17 ELBA | 312 | 155,7 | 1.410 | 1.046,3 | - | - |
| 18 FIRENZE | 5.312 | 12,8 | 399.486 | 14,2 | 30 | -26,2 |
| 19 FOGGIA | 1.696 | 4,6 | 5.042 | -9,4 | - | - |
| 20 GENOVA | 7.140 | -13,2 | 689.805 | -10,0 | 157 | -35,9 |
| 21 GROSSETO | 1.062 | -6,8 | 3.908 | -15,8 | - | - |
| 22 LAMEZIA TERME | 15.402 | 15,1 | 1.986.316 | 13,3 | 1.437 | -9,6 |
| 23 LAMPEDUSA | 3.699 | -3,1 | 177.613 | -12,6 | 21 | -37,4 |
| 24 MILANO LINATE | 52.054 | -2,0 | 5.129.709 | -0,6 | 2.861 | 4,4 |
| 25 MILANO MALPENSA | 23.532 | -6,7 | 2.867.694 | -4,5 | 2.358 | -5,6 |
| 26 NAPOLI | 26.342 | -4,8 | 2.516.451 | -0,5 | 7.031 | 42,5 |
| 27 OLBIA | 11.415 | 4,0 | 1.199.841 | 2,4 | 288 | 12,9 |
| 28 PALERMO | 32.971 | 2,3 | 3.610.850 | 6,5 | 1.488 | -1,8 |
| 29 PANTELLERIA | 3.474 | -5,6 | 126.042 | -0,1 | 34 | -12,5 |
| 30 PARMA | 1.678 | 10,3 | 139.913 | 6,5 | - | - |
| 31 PERUGIA | 806 | -20,0 | 45.904 | -12,1 | - | -100,0 |
| 32 PESCARA | 2.958 | -20,7 | 233.138 | 0,9 | 4 | -99,5 |
| 33 PISA | 15.080 | 2,2 | 1.375.675 | 7,4 | 943 | -32,8 |
| 34 REGGIO CALABRIA | 4.681 | -7,8 | 512.137 | -8,2 | 45 | -55,5 |
| 35 RIMINI | 643 | -49,8 | 1.287 | -87,3 | 12 | 100,0 |
| 36 ROMA CIAMPINO | 15.119 | -6,1 | 1.000.477 | -4,3 | 14 | -90,1 |
| 37 ROMA FIUMICINO | 110.455 | 0,8 | 11.448.175 | 5,3 | 7.594 | -4,1 |
| 38 SALERNO | 483 | -9,2 | 1.103 | 34,8 | - | - |
| 39 TARANTO | 72 | 1,4 | 367 | 439,7 | - | - |
| 40 TORINO | 16.578 | -5,7 | 1.830.646 | 2,9 | 170 | -8,0 |
| 41 TRAPANI | 9.371 | -17,2 | 1.159.973 | -9,4 | 17 | -54,0 |
| 42 TREVISO | 5.290 | 26,5 | 688.536 | 44,8 | - | - |
| 43 TRIESTE | 5.588 | -17,2 | 459.410 | -12,3 | 57 | 5,9 |
| 44 VENEZIA | 13.911 | -20,4 | 1.343.988 | -19,6 | 2.412 | 0,5 |
| 45 VERONA | 8.681 | -10,9 | 787.358 | -7,6 | 79 | -37,0 |
| TOTAL | 557.381 | -1,0 | 58.205.235 | 2,6 | 73.486 | 10,1 |

Notes:

Rimini airport closed since November 2014

Overall international commercial traffic 2014

Scheduled and non-scheduled flights (arrivals + departures)

| Airport | Movements | | Passengers | | Cargo | |
|--------------------|----------------|------------|-------------------|------------|----------------|------------|
| | Number | % | Number | % | Tonnes | % |
| 1 ALBENGA | 525 | -0,9 | 1.025 | -1,9 | - | - |
| 2 ALGHERO | 4.274 | -3,7 | 597.482 | 4,9 | 1 | - |
| 3 ANCONA | 3.422 | -18,3 | 307.130 | -3,5 | 444 | 18,1 |
| 4 AOSTA | 13 | -38,1 | 30 | -26,8 | - | - |
| 5 BARI | 9.538 | -4,3 | 1.120.986 | 4,4 | 56 | 544,4 |
| 6 BERGAMO | 46.186 | -6,0 | 5.947.245 | -2,4 | 110.526 | 3,1 |
| 7 BIELLA | 10 | -9,1 | 34 | 3,0 | - | - |
| 8 BOLOGNA | 46.078 | -1,2 | 4.801.015 | 6,3 | 28.713 | -4,1 |
| 9 BOLZANO | 79 | 163,3 | 465 | 1.400,0 | - | - |
| 10 BRESCIA | 474 | 143,1 | 7.569 | 7,1 | 5.635 | 343,4 |
| 11 BRINDISI | 3.406 | 4,5 | 383.026 | 7,7 | - | -96,5 |
| 12 CAGLIARI | 6.638 | -7,1 | 750.255 | -6,3 | 37 | 54,2 |
| 13 CATANIA | 16.816 | 30,1 | 2.053.537 | 34,6 | 274 | -12,8 |
| 14 COMISO | 1.098 | 695,7 | 155.303 | 646,3 | - | - |
| 15 CROTONE | 34 | 100,0 | 28 | 100,0 | - | - |
| 16 CUNEO | 2.635 | 88,3 | 124.789 | -23,2 | 20 | 25.541,0 |
| 17 ELBA | 550 | 4,2 | 14.098 | 5,6 | - | - |
| 18 FIRENZE | 24.964 | 6,4 | 1.831.974 | 13,5 | 80 | 0,5 |
| 19 FOGGIA | 35 | 59,1 | 309 | 808,8 | - | - |
| 20 GENOVA | 6.188 | -8,0 | 569.273 | 7,8 | 119 | -77,0 |
| 21 GROSSETO | - | - | - | - | - | - |
| 22 LAMEZIA TERME | 3.101 | 0,8 | 427.961 | 2,0 | 2 | - |
| 23 LAMPEDUSA | 5 | -64,3 | 134 | 13,6 | - | - |
| 24 MILANO LINATE | 38.779 | 2,0 | 3.854.576 | 0,8 | 14.597 | -13,5 |
| 25 MILANO MALPENSA | 139.421 | 2,9 | 15.802.046 | 6,9 | 467.299 | 9,2 |
| 26 NAPOLI | 24.872 | 18,3 | 3.400.805 | 18,4 | 742 | 22,0 |
| 27 OLBIA | 7.700 | 11,7 | 895.987 | 11,1 | 22 | -23,8 |
| 28 PALERMO | 8.241 | 2,7 | 934.791 | -1,0 | 17 | -5,1 |
| 29 PANTELLERIA | 107 | 27,4 | 1.118 | 16,0 | - | -100,0 |
| 30 PARMA | 916 | -8,6 | 63.738 | -0,3 | - | - |
| 31 PERUGIA | 1.702 | -15,6 | 161.130 | -0,4 | - | - |
| 32 PESCARA | 2.197 | -12,3 | 318.978 | 2,2 | 10 | -17,0 |
| 33 PISA | 24.035 | -1,6 | 3.303.059 | 3,5 | 6.274 | 1.019,2 |
| 34 REGGIO CALABRIA | 60 | 100,0 | 5.022 | 100,0 | - | - |
| 35 RIMINI | 3.506 | -19,5 | 469.241 | -14,4 | 385 | -53,8 |
| 36 ROMA CIAMPINO | 32.029 | 6,2 | 4.016.165 | 8,6 | 15.655 | -3,9 |
| 37 ROMA FIUMICINO | 201.591 | 4,8 | 26.843.814 | 7,1 | 135.495 | 1,1 |
| 38 SALERNO | 349 | 18,7 | 1.142 | -4,1 | - | - |
| 39 TARANTO | 269 | 51,1 | 518 | 87,0 | 7.373 | 29,6 |
| 40 TORINO | 18.554 | 2,9 | 1.588.456 | 15,5 | 516 | -36,2 |
| 41 TRAPANI | 2.944 | -31,5 | 435.782 | -27,0 | - | - |
| 42 TREVISO | 10.897 | -12,8 | 1.537.998 | -8,5 | 1 | 1.900,0 |
| 43 TRIESTE | 3.670 | -17,8 | 278.113 | -14,5 | 67 | -54,6 |
| 44 VENEZIA | 62.092 | 1,0 | 7.063.947 | 6,1 | 33.972 | 8,8 |
| 45 VERONA | 18.303 | 0,2 | 1.967.813 | 7,3 | 159 | -61,2 |
| TOTAL | 778.303 | 2,4 | 92.037.907 | 6,0 | 828.490 | 6,9 |

Notes:

Rimini airport closed since November 2014



Scheduled commercial traffic 2014

International and national (arrivals + departures)

| Airport | Movements | | Passengers | | Cargo | |
|--------------------|------------------|------------|--------------------|------------|----------------|------------|
| | Number | % | Number | % | Tonnes | % |
| 1 ALBENGA | - | - | - | - | - | - |
| 2 ALGHERO | 12.715 | -0,2 | 1.588.048 | 6,3 | 38 | 12,4 |
| 3 ANCONA | 6.801 | -14,1 | 434.863 | -9,3 | 6.576 | 4,4 |
| 4 AOSTA | - | - | - | - | - | - |
| 5 BARI | 28.585 | -0,8 | 3.574.885 | 1,7 | 2.009 | -1,0 |
| 6 BERGAMO | 63.838 | -4,9 | 8.351.223 | -1,8 | 122.487 | 5,6 |
| 7 BIELLA | - | - | - | - | - | - |
| 8 BOLOGNA | 57.445 | -0,8 | 6.344.507 | 7,4 | 17.121 | 6,3 |
| 9 BOLZANO | 2.176 | 95,5 | 53.575 | 153,6 | - | - |
| 10 BRESCIA | 3.630 | 0,8 | 1.802 | 454,5 | 19.150 | 70,9 |
| 11 BRINDISI | 15.461 | 8,0 | 2.121.660 | 7,8 | 12 | -13,5 |
| 12 CAGLIARI | 28.625 | 1,4 | 3.525.194 | 1,0 | 2.984 | -10,7 |
| 13 CATANIA | 55.596 | 10,8 | 6.903.280 | 15,2 | 6.190 | 1,2 |
| 14 COMISO | 2.370 | 489,6 | 300.954 | 446,0 | - | - |
| 15 CROTONE | 376 | 70,9 | 49.960 | 135,0 | - | - |
| 16 CUNEO | 3.131 | 45,4 | 228.995 | -18,6 | 20 | n.s. |
| 17 ELBA | 710 | 44,3 | 15.182 | 14,6 | - | - |
| 18 FIRENZE | 27.032 | 7,4 | 2.219.751 | 13,7 | 110 | -8,5 |
| 19 FOGGIA | 1.582 | 3,1 | 4.968 | -8,7 | - | - |
| 20 GENOVA | 12.845 | -12,4 | 1.189.761 | -6,4 | 266 | -29,3 |
| 21 GROSSETO | - | - | - | - | - | - |
| 22 LAMEZIA TERME | 16.266 | 12,9 | 2.131.269 | 11,5 | 1.439 | -9,5 |
| 23 LAMPEDUSA | 2.940 | 7,7 | 141.840 | -0,4 | 21 | -37,4 |
| 24 MILANO LINATE | 90.814 | -0,3 | 8.983.289 | - | 17.458 | -11,0 |
| 25 MILANO MALPENSA | 157.354 | 1,6 | 18.030.972 | 5,7 | 442.716 | 8,2 |
| 26 NAPOLI | 47.911 | 5,3 | 5.528.203 | 10,6 | 7.078 | 28,3 |
| 27 OLBIA | 18.024 | 0,9 | 1.980.422 | 0,1 | 305 | 7,4 |
| 28 PALERMO | 38.186 | 3,0 | 4.351.520 | 5,7 | 1.504 | -1,8 |
| 29 PANTELLERIA | 3.216 | -3,4 | 117.134 | 1,5 | 34 | -13,2 |
| 30 PARMA | 1.316 | -10,4 | 194.765 | 3,7 | - | - |
| 31 PERUGIA | 1.414 | -21,5 | 203.994 | -3,5 | - | - |
| 32 PESCARA | 4.124 | -12,2 | 549.668 | 2,6 | 8 | -99,0 |
| 33 PISA | 34.630 | 1,0 | 4.624.089 | 5,4 | 4.697 | 148,6 |
| 34 REGGIO CALABRIA | 4.677 | -7,9 | 511.942 | -8,2 | 45 | -55,5 |
| 35 RIMINI | 935 | -54,4 | 119.505 | -32,4 | 177 | -47,7 |
| 36 ROMA CIAMPINO | 36.096 | 2,9 | 4.994.236 | 5,9 | 7.327 | -41,3 |
| 37 ROMA FIUMICINO | 307.826 | 3,6 | 37.861.082 | 6,8 | 141.736 | 0,8 |
| 38 SALERNO | - | - | - | - | - | - |
| 39 TARANTO | 5 | - | - | - | - | - |
| 40 TORINO | 33.371 | 2,4 | 3.240.864 | 7,2 | 564 | -6,9 |
| 41 TRAPANI | 11.861 | -21,5 | 1.590.344 | -15,0 | 17 | -54,0 |
| 42 TREVISO | 14.304 | -2,8 | 2.207.659 | 2,9 | - | -100,0 |
| 43 TRIESTE | 8.197 | -16,5 | 722.024 | -10,8 | 57 | 5,9 |
| 44 VENEZIA | 70.638 | -3,7 | 8.250.048 | 0,6 | 28.496 | -1,6 |
| 45 VERONA | 22.055 | -3,0 | 2.152.153 | 5,9 | 238 | -55,5 |
| TOTAL | 1.249.078 | 1,3 | 145.395.630 | 4,9 | 830.881 | 5,8 |

Notes:

Rimini airport closed since November 2014

n.s. = non significant variation due to anomalous or non comparable results



Non-scheduled commercial traffic (charter + air taxi) 2014

International and national (arrivals + departures)

| Airport | Movements | | Passengers | | Cargo | |
|--------------------|---------------|-------------|------------------|-------------|---------------|-------------|
| | Number | % | Number | % | Tonnes | % |
| 1 ALBENGA | 735 | -23,7 | 1.382 | -17,3 | - | - |
| 2 ALGHERO | 529 | -5,0 | 47.546 | -13,9 | 1 | n.s. |
| 3 ANCONA | 3.908 | 14,3 | 42.355 | 125,3 | 414 | 16,1 |
| 4 AOSTA | 21 | -27,6 | 50 | -19,4 | - | - |
| 5 BARI | 2.234 | 9,3 | 89.452 | 15,8 | 51 | 875,9 |
| 6 BERGAMO | 2.552 | -11,3 | 344.862 | -8,7 | 1 | -61,2 |
| 7 BIELLA | 17 | -19,0 | 87 | 26,1 | - | - |
| 8 BOLOGNA | 2.833 | -16,5 | 189.026 | -14,4 | 15.046 | -13,8 |
| 9 BOLZANO | 79 | 3,9 | 4.085 | -1,1 | - | - |
| 10 BRESCIA | 90 | 52,5 | 8.138 | 19,0 | 8 | n.s. |
| 11 BRINDISI | 1.433 | -1,0 | 37.058 | 69,8 | - | -99,4 |
| 12 CAGLIARI | 2.615 | 14,2 | 107.778 | 23,5 | 18 | 20,0 |
| 13 CATANIA | 4.041 | 4,3 | 314.232 | -0,7 | 15 | 204,9 |
| 14 COMISO | 240 | 1.614,3 | 27.073 | 1.458,6 | - | - |
| 15 CROTONE | 418 | 231,7 | 15.833 | 106,5 | - | - |
| 16 CUNEO | 308 | 8,1 | 4.997 | -13,4 | - | - |
| 17 ELBA | 152 | -3,8 | 326 | 46,8 | - | - |
| 18 FIRENZE | 3.244 | 8,0 | 11.709 | -3,1 | - | - |
| 19 FOGGIA | 149 | 38,0 | 383 | 137,9 | - | - |
| 20 GENOVA | 483 | 73,1 | 69.317 | 190,6 | 10 | -97,4 |
| 21 GROSSETO | 1.062 | -6,8 | 3.908 | -15,8 | - | - |
| 22 LAMEZIA TERME | 2.237 | 9,1 | 283.008 | 8,6 | - | - |
| 23 LAMPEDUSA | 764 | -30,5 | 35.907 | -41,2 | - | -100,0 |
| 24 MILANO LINATE | 19 | -51,3 | 996 | -55,9 | - | -100,0 |
| 25 MILANO MALPENSA | 5.599 | -3,7 | 638.768 | -11,4 | 26.941 | 26,3 |
| 26 NAPOLI | 3.303 | 2,5 | 389.053 | -3,1 | 695 | 2.623,7 |
| 27 OLBIA | 1.091 | n.s. | 115.406 | n.s. | 5 | n.s. |
| 28 PALERMO | 3.026 | -4,4 | 194.121 | -11,6 | 1 | -46,5 |
| 29 PANTELLERIA | 365 | -16,3 | 10.026 | -14,0 | - | - |
| 30 PARMA | 1.278 | 21,1 | 8.886 | 17,8 | - | - |
| 31 PERUGIA | 1.094 | -10,4 | 3.040 | 15,7 | - | -100,0 |
| 32 PESCARA | 1.031 | -33,0 | 2.448 | -65,4 | 6 | 275,4 |
| 33 PISA | 4.485 | -8,4 | 54.645 | -35,4 | 2.520 | 3279,9 |
| 34 REGGIO CALABRIA | 64 | n.s. | 5.217 | n.s. | - | - |
| 35 RIMINI | 3.214 | -10,3 | 351.023 | -8,0 | 220 | -55,6 |
| 36 ROMA CIAMPINO | 11.052 | -1,1 | 22.406 | -16,4 | 8.341 | 111,4 |
| 37 ROMA FIUMICINO | 4.220 | -13,0 | 430.907 | -14,8 | 1.353 | 2,7 |
| 38 SALERNO | 832 | 0,7 | 2.245 | 11,7 | - | - |
| 39 TARANTO | 336 | 34,9 | 885 | 156,5 | 7.373 | 29,6 |
| 40 TORINO | 1.761 | -41,4 | 178.238 | 37,4 | 121 | -68,6 |
| 41 TRAPANI | 454 | -12,4 | 5.411 | -11,8 | - | - |
| 42 TREVISO | 1.883 | -4,1 | 18.875 | 76,8 | 1 | - |
| 43 TRIESTE | 1.061 | -23,9 | 15.499 | -61,3 | 66 | -54,7 |
| 44 VENEZIA | 5.365 | -5,0 | 157.887 | 24,6 | 7.888 | 69,4 |
| 45 VERONA | 4.929 | -6,4 | 603.018 | -7,8 | - | - |
| TOTAL | 86.606 | -3,0 | 4.847.512 | -1,2 | 71.095 | 26,2 |

Notes:

Rimini airport closed since November 2014

n.s. = non significant variation due to anomalous or non comparable results



General aviation traffic 2014

| Airport | Movements | Passengers | Airport | Movements | Passengers |
|----------------------|-----------|------------|--------------------|-----------------------|------------|
| 1 Albenga | 4.591 | 2.799 | 34 Milano Linate | 21.970 | 44.958 |
| 2 Alessandria | 362 | 203 | 35 Milano Malpensa | 3.555 | 12.576 |
| 3 Alghero | 591 | 1.035 | 36 Napoli | 7.467 | 11.065 |
| 4 Ancona | 2.053 | 1.588 | 37 Novi Ligure | 5.064 | - |
| 5 Aosta | 8.230 | 1.683 | 38 Olbia | 9.432 | 20.953 |
| 6 Arezzo | 1.346 | 58 | 39 Palermo | included in air taxis | |
| 7 Asiago | 1.939 | 340 | 40 Pantelleria | 80 | 77 |
| 8 Bari | 1.744 | 1.590 | 41 Parma | 4.421 | 1.813 |
| 9 Bergamo | 1.279 | 1.726 | 42 Perugia | 785 | 1.674 |
| 10 Biella | 8.903 | 16.982 | 43 Pescara | 1.501 | 2.457 |
| 11 Bologna | 4.780 | 7.997 | 44 Pisa | included in air taxis | |
| 12 Bolzano | 9.802 | 7.009 | 45 Reggio Calabria | 2.650 | 5.263 |
| 13 Brescia | 3.796 | 3.342 | 46 Rimini | 731 | 1.070 |
| 14 Brindisi | 346 | 622 | 47 Roma Ciampino | 2.906 | 8.352 |
| 15 Cagliari | 2.486 | 780 | 48 Roma Fiumicino | 72 | 155 |
| 16 Casale Monferrato | 721 | - | 49 Roma Urbe | 22.530 | 1.415 |
| 17 Catania | 288 | 646 | 50 Salerno | 2.357 | 843 |
| 18 Comiso | 237 | 402 | 51 Taranto | 186 | 103 |
| 19 Cremona | 110 | 102 | 52 Thiene | 16.000 | 10.000 |
| 20 Cuneo | 2.469 | 1.943 | 53 Torino Caselle | 7.332 | 7.791 |
| 21 Elba | 2.647 | 3.559 | 54 Torino Aerialia | 20.540 | 3.008 |
| 22 Fano | 538 | - | 55 Trapani | 205 | 200 |
| 23 Firenze | 3.880 | 5.103 | 56 Trento | 20.244 | 15.544 |
| 24 Foggia | 736 | 542 | 57 Treviso | 1.583 | 1.348 |
| 25 Foligno | 851 | 49 | 58 Trieste | 5.878 | 955 |
| 26 Genova | 5.245 | 6.899 | 59 Venezia | 1.571 | 4.391 |
| 27 Grosseto | 784 | 773 | 60 Vercelli | 4.550 | 2.030 |
| 28 Lamezia Terme | 598 | 393 | 61 Verona | 3.109 | 6.501 |
| 29 L'Aquila | 1.455 | 7 | 62 Verona | 14.638 | 54 |
| 30 Lampedusa | 49 | 81 | 63 Voghera | 1.429 | n.d. |
| 31 Legnago | 412 | 394 | | | |
| 32 Lucca | 6.048 | 44 | | | |
| 33 Massa Cinquale | 1.730 | 2.350 | | | |

Notes:

Rimini airport closed since November 2014

The airports not listed above did not provide the concerned data



Traffic data legend

Cargo: freight + mail (stated in tonnes).

Freight: any property carried on an the aircraft, including diplomatic bags, express freight and parcels but not passenger and crew baggage, mail and in-flight supplies.

Movements: take-off or landing of an aircraft at an airport. For airport traffic purposes one arrival and one departure is counted as two movements.

Passengers: all revenue and non revenue passengers whose journey begins or terminates at the reporting airport. A passenger travelling on a domestic route counts as one unit passenger departing from the airport of origin and one unit passenger arriving at the airport of destination. Instead, a passenger travelling on an international route generates only one traffic unit. It follows that the global traffic registered throughout national airports is given by the number of passengers on domestic routes counted twice, in addition to passengers on international routes, counted only once.

Scheduled flight services: air transport services performed by aircraft for the transport of passengers, freight and/or mail for remuneration, and operating according to a published timetable or with flights so regular or frequent that they constitute a recognizable systematic series. On each flight seats are available for individual purchase by member of the public.

Non-scheduled flight services: services for remuneration other than those reported under scheduled services; includes taxi flights. It is provided on the basis of a rental agreement, entered into by one or more Contracting Parties to use the entire capacity of the aircraft. If the number of seats is greater than 19, it is defined as a charter flight, otherwise it is considered as an air taxi.

Commercial air transport: an air transport flight performed for the public transport of passengers and/or freight and mail, for remuneration and for hire. The air service may be either scheduled or non-scheduled.

General aviation air transport: all civil aviation operations other than commercial air transport, essentially including aero clubs, instructional flying, private flying, etc.

International air transport: air transport performed between an Italian airport and an airport located outside the national boundaries.

Domestic or national air transport: air transport performed between two Italian airports.

WLU: Work Load Unit, unit of shipment corresponding to one passenger or 100 kgs of freight or mail.

2014 Top ten airlines operating in Italy in terms of passengers carried by destination

Domestic traffic

| | Airline | Nationality | No. Passengers (departures) |
|----|---------------------------|---------------|-----------------------------|
| 1 | Alitalia - Cai (*) | Italy | 12.830.045 |
| 2 | Ryanair | Ireland | 8.928.659 |
| 3 | Easyjet | Great Britain | 2.937.942 |
| 4 | Gruppo Meridiana Fly (**) | Italy | 2.264.157 |
| 5 | Volotea | Spain | 720.838 |
| 6 | Vueling Airlines | Spain | 708.624 |
| 7 | Blue Panorama Airlines | Italy | 289.071 |
| 8 | Darwin Airlines/Fly Baboo | Switzerland | 140.499 |
| 9 | New Livingston | Italy | 86.819 |
| 10 | Mistral Air | Italy | 79.248 |

International traffic

| | Airline | Nationality | No. Passengers (arrivals+departures) |
|----|--------------------------|---------------|--------------------------------------|
| 1 | Ryanair | Ireland | 17.190.587 |
| 2 | Alitalia - Cai (*) | Italy | 10.545.909 |
| 3 | Easyjet | Great Britain | 10.426.487 |
| 4 | Deutsche Lufthansa | Germany | 4.511.415 |
| 5 | Vueling Airlines | Spain | 3.163.872 |
| 6 | British Airways | Great Britain | 2.949.989 |
| 7 | Air France | France | 2.819.349 |
| 8 | Wizz Air | Hungary | 2.681.028 |
| 9 | Air Berlin | Germany | 1.925.369 |
| 10 | Klm Royal Dutch Airlines | Netherlands | 1.569.332 |

(*) Alitalia Cai, Cai First, Cai Second, Air One, Air One Cityliner

(**) Meridiana, Air Italy, Eurofly



2014 Top 50 airlines operating in Italy in terms of total passengers carried

| | Airline | Nationality | No. Passengers carried ⁽¹⁾ |
|----|--------------------------------------|----------------------|---------------------------------------|
| 1 | Ryanair | Ireland | 26.119.246 |
| 2 | Alitalia - Cai (*) | Italy | 23.375.954 |
| 3 | Easyjet | Great Britain | 13.364.429 |
| 4 | Deutsche Lufthansa | Germany | 4.511.415 |
| 5 | Vueling Airlines | Spain | 3.872.496 |
| 6 | Gruppo Meridiana Fly (**) | Italy | 3.427.598 |
| 7 | British Airways | Great Britain | 2.949.989 |
| 8 | Air France | France | 2.819.357 |
| 9 | Wizz Air | Hungary | 2.681.028 |
| 10 | Air Berlin | Germany | 1.925.437 |
| 11 | Klm Royal Dutch Airlines | Netherlands | 1.569.332 |
| 12 | Germanwings | Germany | 1.561.350 |
| 13 | Emirates | United Arab Emirates | 1.526.910 |
| 14 | Turkish Airlines | Turkey | 1.513.902 |
| 15 | Blue Panorama Airlines | Italy | 1.091.159 |
| 16 | Iberia | Spain | 1.079.633 |
| 17 | Swiss Air International | Switzerland | 1.036.108 |
| 18 | Neos | Italy | 1.021.520 |
| 19 | Volotea | Spain | 1.020.477 |
| 20 | TAP Portugal | Portugal | 930.958 |
| 21 | Brussels Airlines | Belgium | 879.200 |
| 22 | Air Dolomiti | Italy | 833.501 |
| 23 | Aeroflot | Russia | 765.276 |
| 24 | Scandinavian Airlines System (SAS) | Sweden | 755.200 |
| 25 | Norwegian Air Shuttle | Norway | 740.667 |
| 26 | Delta Air Lines | USA | 729.300 |
| 27 | Basiq Air - Transavia | Netherlands | 650.163 |
| 28 | Austrian Airlines | Austria | 647.009 |
| 29 | Easyjet Switzerland | Switzerland | 629.501 |
| 30 | Qatar Airways | Qatar | 570.052 |
| 31 | Mistral Air | Italy | 481.822 |
| 32 | Aer Lingus | Ireland | 478.784 |
| 33 | Blue Air | Romania | 478.636 |
| 34 | Air Europa | Spain | 452.767 |
| 35 | American Airlines | USA | 404.492 |
| 36 | Finnair | Finland | 397.522 |
| 37 | Flyniki | Austria | 392.839 |
| 38 | Thomson Fly | Great Britain | 382.685 |
| 39 | Jet 2 / Channel Express Air Services | Great Britain | 370.808 |
| 40 | United Airlines | USA | 361.206 |
| 41 | US Airways | USA | 356.267 |
| 42 | El Al Israel Airlines | Israel | 347.004 |
| 43 | Transavia France | France | 342.296 |
| 44 | Air Malta | Malta | 339.060 |
| 45 | Air China International | China | 336.145 |
| 46 | Monarch Airlines | Great Britain | 329.569 |
| 47 | Tunisair | Tunisia | 327.358 |
| 48 | Pegasus Hava Tasimaciligi | Turkey | 325.563 |
| 49 | Cathay Pacific Airways | Hong Kong | 320.385 |
| 50 | Royal Air Maroc | Morocco | 309.891 |

Notes:

⁽¹⁾ For the purpose of a proper ranking, passengers on domestic flights are reported excluding the double counting

(*) Alitalia Cai, Cai First, Cai Second, Air One, Air One Cityliner

(**) Meridiana Fly, Air Italy, Eurofly

International passenger transport Share in world regions



3,9%
North America

1,0%
South America

73,3%
EU Europe

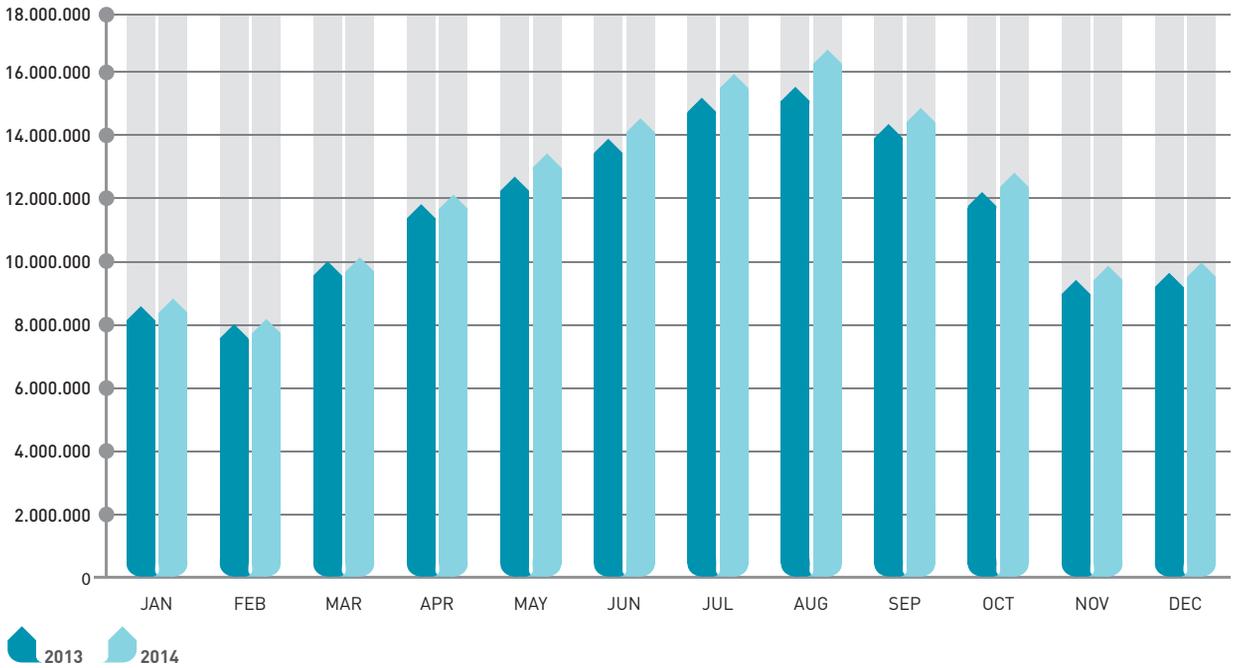
8,7%
Asia and Oceania

0,4%
Central America

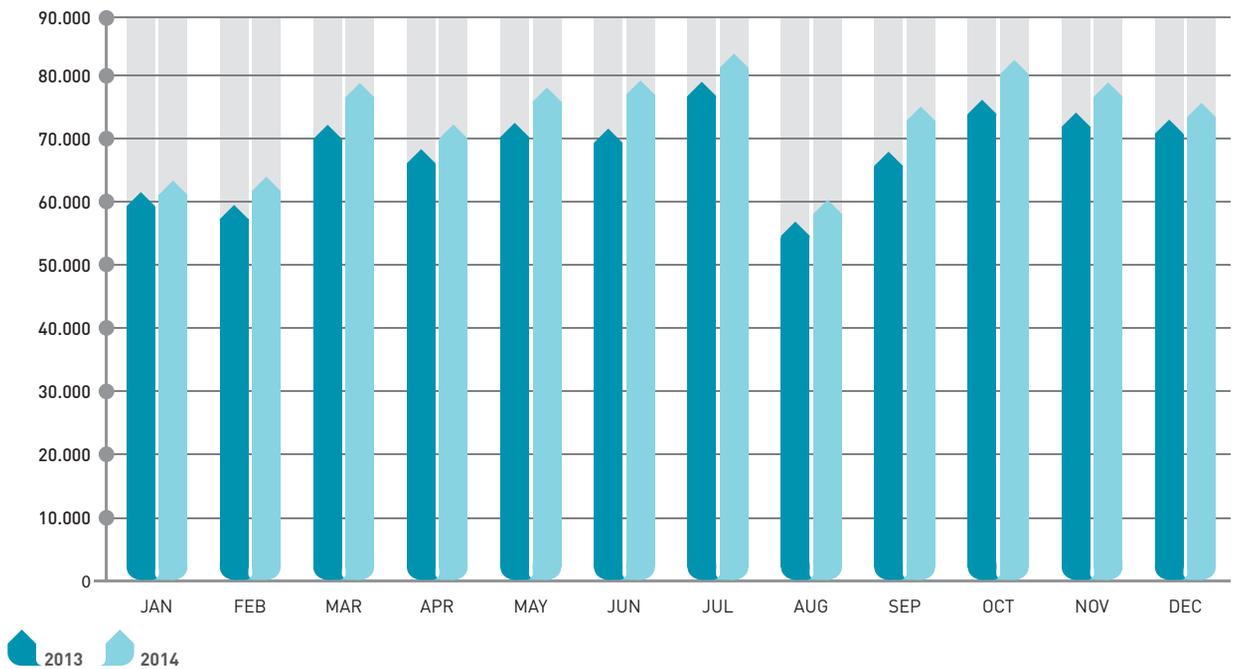
4,1%
Africa

8,6%
non-EU Europe

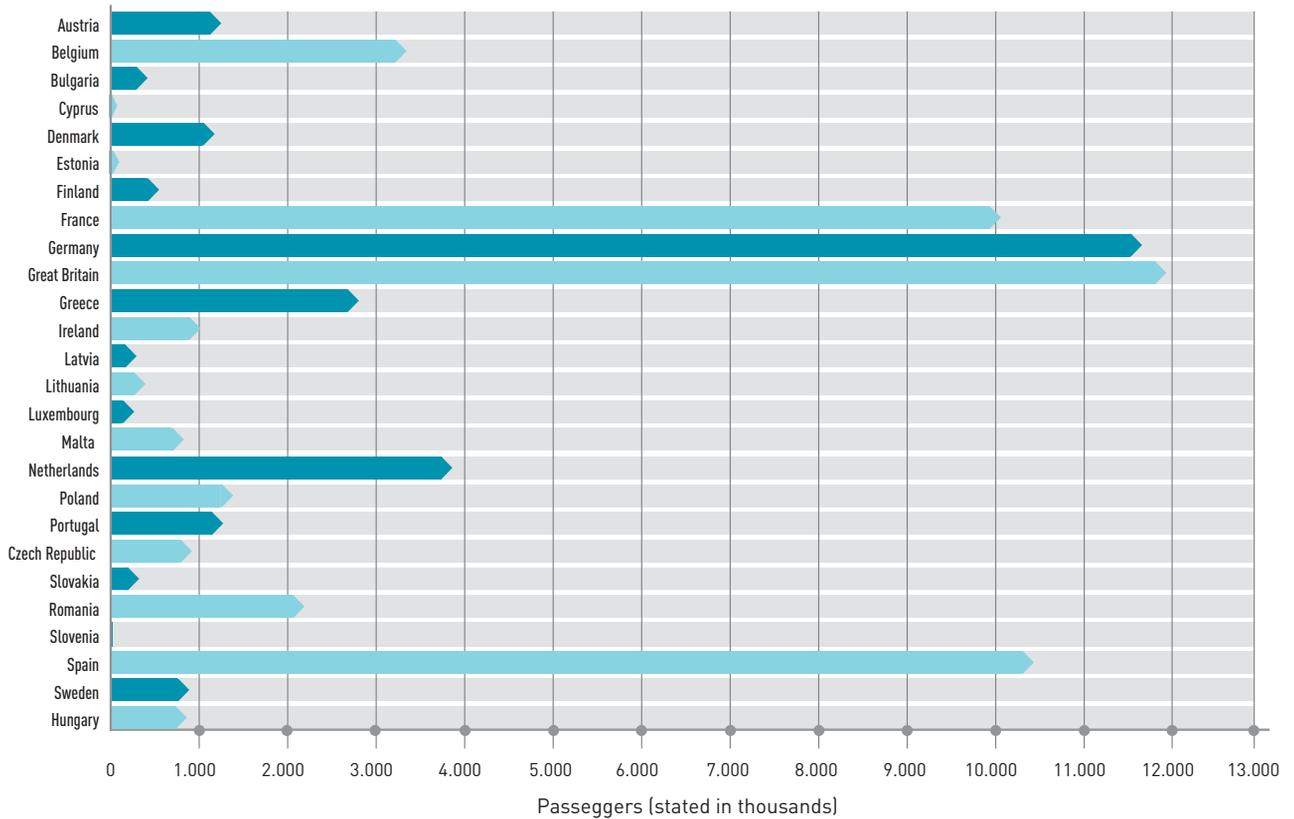
Passengers: month on month comparison 2013 – 2014



Cargo: month on month comparison 2013 – 2014



2014 Italy – Intra UE traffic at country level



2014 Market segments share in Italian air traffic – Traditional and low cost airlines comparison

| | National passengers (*) (arrivals+departures) | Share % | Var. % 2013 2014 | International passengers (arrivals+departures) | Share % | Var. % 2013 2014 | Total passengers (arrivals+departures) | Share % | Var. % 2013 2014 |
|----------------------|--------------------------------------------------|---------------|------------------------|---------------------------------------------------|---------------|------------------------|-------------------------------------------|---------------|------------------------|
| Low cost airlines | 26.630.358 | 45,75 | 33,40 | 42.201.136 | 45,85 | 11,12 | 68.831.494 | 45,81 | 18,79 |
| Traditional airlines | 31.574.877 | 54,25 | -14,06 | 49.836.771 | 54,15 | 2,07 | 81.411.648 | 54,19 | -4,86 |
| Total | 58.205.235 | 100,00 | | 92.037.907 | 100,00 | | 150.243.142 | 100,00 | |

Notes:

(*) The above figures refer to the airports traffic, thus passengers on domestic routes have been double counted

2014 Air transport market shares



Social Balance 2014 Index



The Institution



Safety



Security



Airport planning



Economic regulation



Airspace regulation



Environment



International activity





The Institution

| | | |
|------------|--------------------------------------------------------------------|----|
| Sheet 1.1 | Organisation | 37 |
| Sheet 1.2 | Human resources | 40 |
| Sheet 1.3 | Financial resources | 42 |
| Sheet 1.4 | Stakeholders | 43 |
| Sheet 1.5 | Performance Plan | 44 |
| Sheet 1.6 | Prevention of corruption | 47 |
| Sheet 1.7 | Transparency | 48 |
| Sheet 1.8 | Charter of Services | 49 |
| Sheet 1.9 | Crisis Management Team | 50 |
| Sheet 1.10 | Safeguard of Passenger's rights and quality of airport services | 51 |
| Sheet 1.11 | Technical innovation | 55 |
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| Sheet 1.14 | Rulemaking | 60 |



Organisation

ENAC acts as the unique authority overseeing the technical regulation, surveillance and control of the civil aviation field in Italy, in compliance with the powers that have been bestowed upon it by the Ministry of Infrastructures and Transport.

The primary objectives of the institutional mandate are highlighted in the Authority's mission statement:

"In carrying out its institutional activity as Regulator of the civil air transport sector, ENAC, Italian Civil Aviation Authority, promotes the development of the civil aviation, guaranteeing to the Country, and in particular to the passengers and the aeronautical industry, safety of the flights, respect for the rights, quality of services offered and fair competition in accordance with the principles of environmental sustainability".

On an international level ENAC maintains continuous relations with a range of organisations, that take the form of confrontations as well as collaborations, whereby the Authority retains a leadership position.

ICAO (International Civil Aviation Organisation), a UN specialized agency tasked with defining common regulation and technical standards in civil aviation sector that may be applicable to all Member States. As a member of the ICAO Council, Italy gives its contribution in the technical and development policy sectors;

EASA (European Aviation Safety Agency), juridical agency that deals with defining common levels of safety and environmental protection in the civil aviation sector among Member States of the European Union;

ECAC (European Civil Aviation Conference), non-governmental organisation that provides a point of convergence for the cooperation on the subject of air transport at a pan-European level. Its task is to ensure a safe and efficient development of air transport in Europe through the harmonisation of safety, security and environmental protection policies of the member States. Furthermore, ECAC represents a forum for discussion aimed at promoting cooperation also with Third Countries and the industry in this sector;

EUROCONTROL (European Organisation for the Safety of Air Navigation), organisation that plans and coordinates the implementation of a uniform European plan for air traffic management. With this respect, it has the following

tasks: standardising national regulations concerning the use of air space, the formation of personnel controlling air traffic throughout the different Member States, researching, experimenting and simulating new control systems.

Within the framework of the European Union, the chief interlocutor consists in the European Commission, in particular the DG Energy and DG MOVE. A considerable amount of the preparatory activity for the emanation of the regulations is instead carried out within the Aviation Group, formed in the context of the UE Council of Transport Ministers.

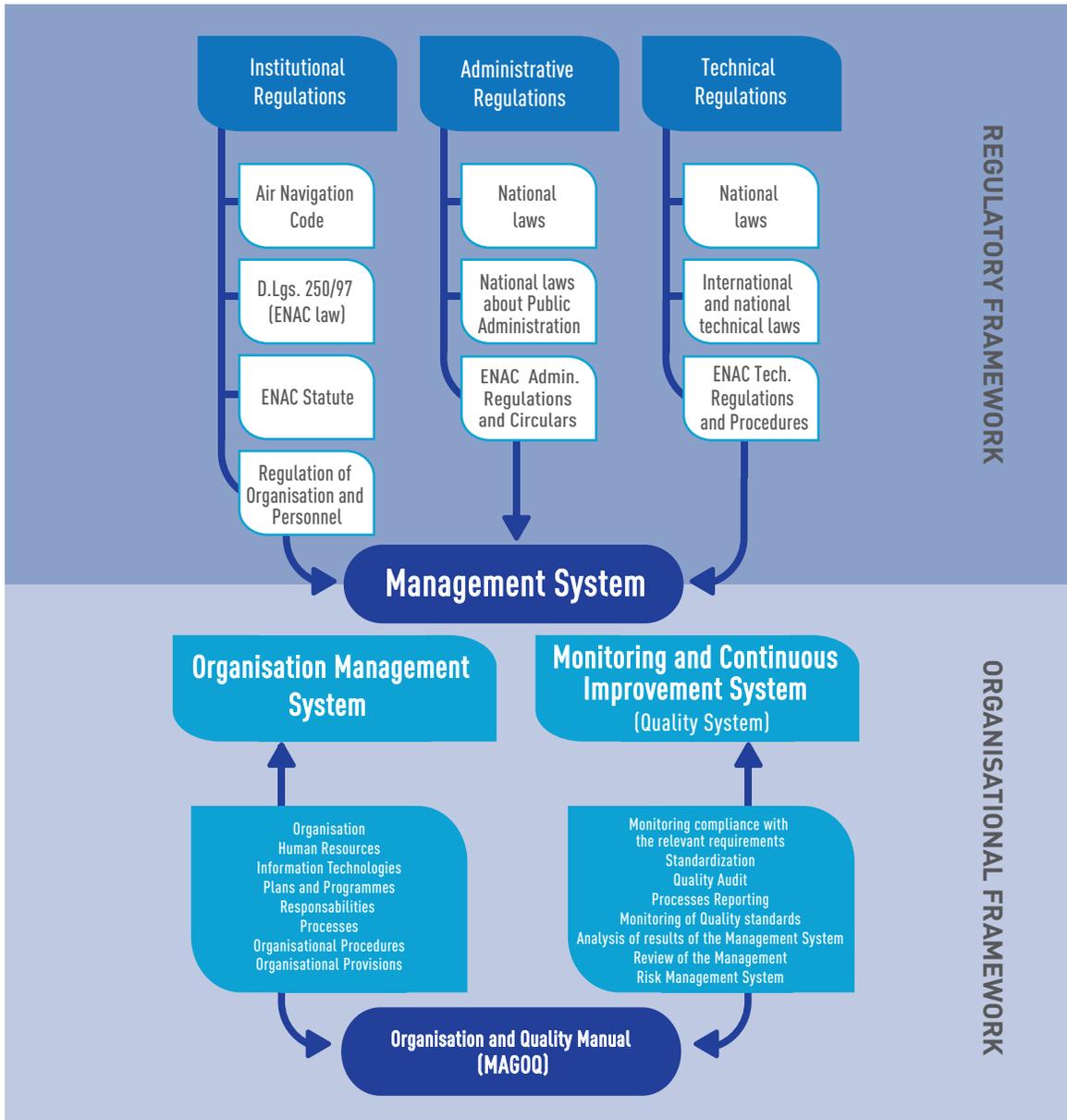
The Management System

For the management of the regulatory framework, of the activities and resources necessary for exercising its institutional mandate, ENAC has defined a management system that is uniform to the regulatory context and complies with the standards and criteria established by the regulations on aviation safety, with particular reference to the Safety Management System concepts expressed by the ICAO and the EU.

ENAC's management system, made up of the System of Organisational Management along with the System for the Monitoring and Continuous Improvement – Quality Management System – is described in the Organisation and Quality Manual (MAGOQ).



ENAC's Management System

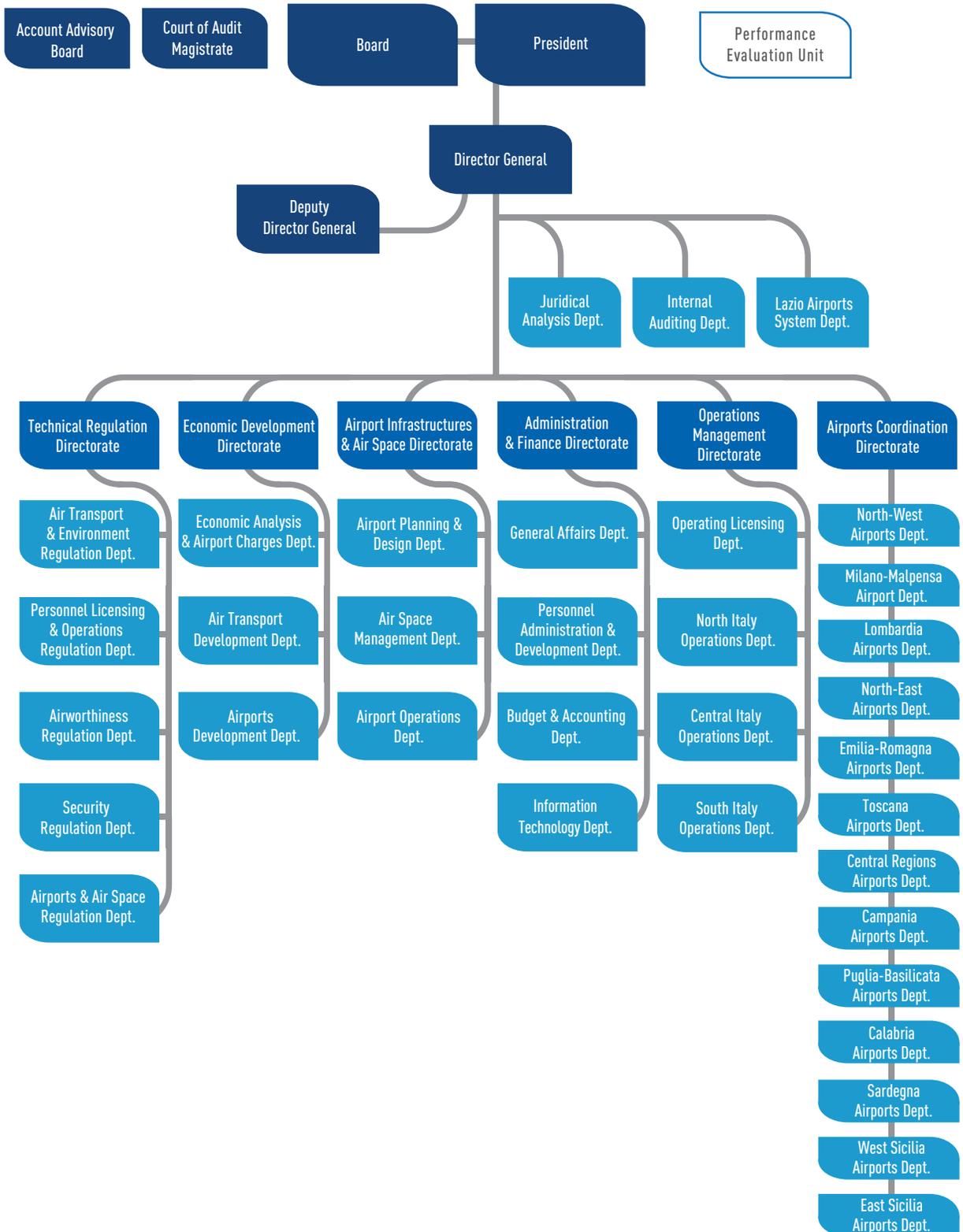


Organisation chart

In order to adjust to the norms on the subject of “spending review”, ENAC has conducted an administrative re-organisation that has led to a re-examination, both in terms of competences and number, of the different Structures. The new organisation has been operating since March 2014. Furthermore, a new general management structure has been established on the 1st of January

2015, devoted to a constant and organic examination of the administrative activity of the Authority. Starting from the same date, the organisation layout of the airports within the Lazio region, which originally provided for two Departments, has been modified, creating only one structure. Shown on the following page is ENAC’s organisation chart.

Organisation chart



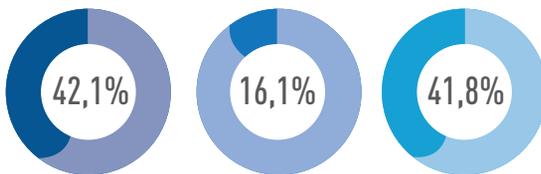
Human resources

In carrying out its institutional mandate, ENAC relies on a specialised staff. As at 31st of December 2014, the Authority employed 803 units organised in four areas of activity.

Areas of Activity

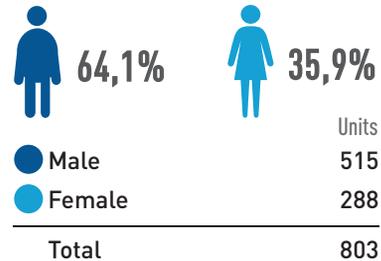
| | Units | % |
|-----------------------------------------------------------------------------------------------------|------------|--------------|
| General management | 37 | 4,6 |
| Professional <small>(of which 139 hold a university degree and 32 a high school diploma)</small> | 171 | 21,3 |
| Operative <small>(of which 21 flight inspectors and 211 ENAC inspectors)</small> | 232 | 28,9 |
| Administrative officials | 363 | 45,2 |
| Total | 803 | 100,0 |

Territory distribution



| | Units |
|---------------------|------------|
| Directorate General | 338 |
| Operations Depts. | 129 |
| Airports Depts. | 336 |
| Total | 803 |

Gender



Staff training

The development of human resources, through training, continues to be one of the primary commitments of the Authority, in the firm belief that it is a fundamental factor in the growth of the employees and therefore of the organisation as a whole.

In this perspective, 2014 has seen the drawing up of the first training plan, on the basis of a schedule over the triennium 2014-2016, anchored in the strategic objectives of ENAC as listed in the Performance Plan that applies to the same lapse of time.

Training plan 2014-2016

- Defines the training objectives in adherence to ENAC's mission statement;
- Establishes training priorities for each year;
- Gathers – for 2014 – the recap sheets of each training activity, containing information with regard to: objective and goals, contents, recipients, duration, type of activity, methodology, realisation period, cost;
- Identifies monitoring and scheduling methods;
- Species methods of evaluating training.

Therefore, the plan has been developed by carrying out an analysis of the training needs, detected through a

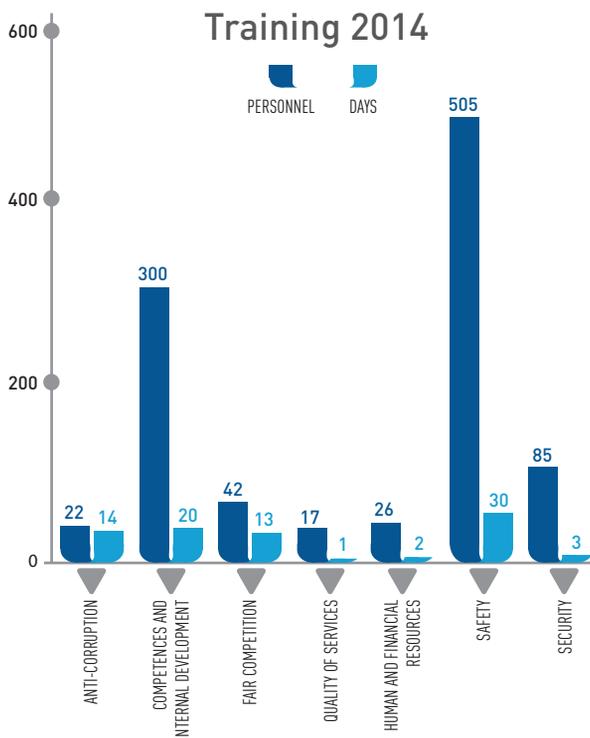
Interrelation process between Performance and Training



confrontation with the General Management, also with the help of semi-structured questionnaires, to satisfy the need to:

- guarantee the update of the role's skills and the qualification of internal resources;
- ensure the development of competences throughout the entire working life of personnel (lifelong learning), according to the instructions laid out by the European Union¹;
- ensure the ability to form accurate predictions in observance of the budget allocated for training.

Furthermore, particular emphasis has been placed on relevant themes, both because of the new regulation framework (anti-corruption and in general the consolidation of the culture of ethics and legality) and the specific institutional goals of the Authority (promotion of a safety culture, strengthening of linguistic competences, development of cross-sectional competences among personnel).



In 2014, in total, roughly 150 courses (included the ones on catalogue) have taken place, 40% of which is comprised by training carried out by internal teachers.

¹ Decision no. 1720/2006/EC of the European Parliament and Council on the 15/11/2006 that establishes a plan of action in the field of education and permanent training; Lifelong Learning Programme 2007-2013.

Staff training

No. Days
x participants

| | |
|--------------------------------|--------------|
| Courses with internal teachers | 2.018 |
| Courses with external teachers | 929 |
| Catalogue courses | 349 |
| Total | 3.296 |

Training courses for external personnel

Throughout 2014 the training activities aimed at external personnel continued, with a total of 6 courses for enterprises.

| | Edition | Days | Total days | Part. | No. Days per part. |
|----------------------------------------------|---------|-----------|------------|-----------|--------------------|
| Reg. (EC) no. 748/2012 Part 21 Subpart J_DOA | 1 | 3 | 3 | 7 | 21 |
| Reg. (EC) no. 748/2012 Part 21 Subpart J/P | 1 | 2 | 2 | 20 | 40 |
| Reg. (EC) no. 748/2012 Part 21 Subpart J_POA | 1 | 3 | 3 | 5 | 15 |
| Reg. (EC) no. 748/2012 Part 21 Subpart J_POA | 1 | 3 | 3 | 15 | 45 |
| Infrastructural works monitoring | 2 | 1 | 2 | 42 | 42 |
| Total | | 12 | 13 | 89 | 163 |

University Master in Civil Aviation Management

In 2014 ENAC confirmed the collaboration agreement with The Sapienza University of Rome, engineering faculty, department of Mechanics and Aeronautics, for the realisation of the University Master's degree in Civil Aviation Management, that keeps on welcoming a larger number of organisations and authorities in the sector of air transport, such as the Demetra study center.

The Master's degree, established to favour the growth of a close link between academic culture and the industrial reality that characterises the air transport sector through ENAC's contribution, aims to promote the professional training at high levels of competence of young people capable of further developing studies in this sector as well as covering future managerial roles within the structures of the different enterprises and organisations that operate in the field.



Financial resources

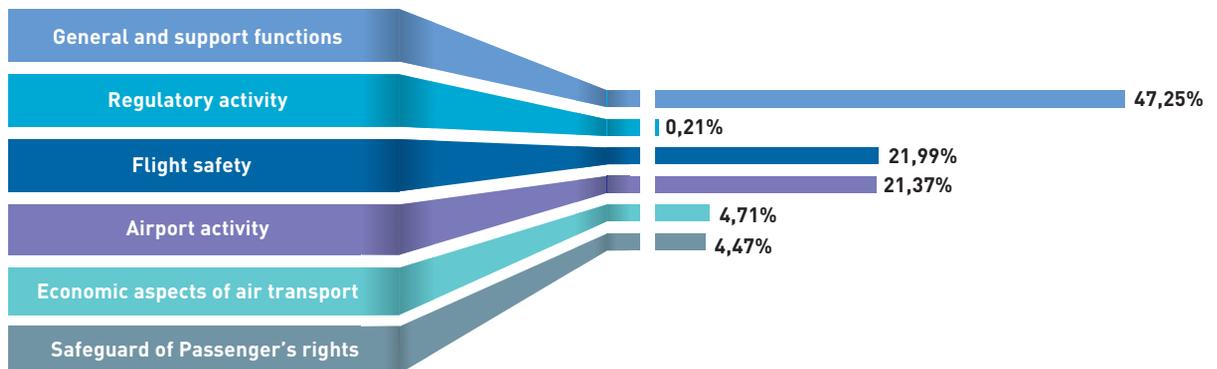
ENAC sources of financing are public funds and own revenue used to cover operating costs including staff costs and the institutional task costs. Here below a breakdown of ENAC revenue destination (final forecast 2014).

2014 ENAC revenue

| PUBLIC FUNDS | | ENAC REVENUE | |
|---------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------|----------------------------|
| Financing supplied by the European Union in favour of implementing infrastructural projects | € 1.280.675 | TRANSFERS Government aid as annual operating grant | € 22.172.308 |
| National financing for airport investments: co-financing quota of PON | € 260.225 | REVENUE Concession fees for the concession of airport management (l. 2 August 1985, no. 449, art.7) | € 79.312.404 |
| | | Service fees | € 20.134.910 |
| | | Dues, certification rights and documentation of those entered on the rosters/registers | € 892.200 |
| | | Interests on loans, mortgages and current accounts | € 231.500 |
| | | Revenue generated by real estate owned by ENAC | € 93.000 |
| | | Other sources | € 830.000 |
| Ordinary transfer to capital account | € 12.746.853 | | |
| | TOTAL € 14.287.753 | | TOTAL € 123.666.322 |

OVERALL TOTAL € 137.954.075

2014 Destination of revenue



Stakeholders

The stakeholders are all those actors, with different roles, who have interest in the activities, services and results achieved by ENAC.

The stakeholder portfolio is subdivided in 6 categories, distributed among 3 homogenous classes according to their type of interaction with ENAC.

► **Rule makers**

- Institutional representatives
- Regulators

► **Operators**

- Employees
- Goods/Services suppliers
- Sector associations

► **Beneficiaries**

- Users/recipients of the services

Within the context of strategic planning, utilising the interest/influence matrix introduced by the Copenhagen Charter, a yearly analysis of the stakeholders is carried out. The goal is to identify those stakeholders of strategic

importance (greater relevance for the organisation, with greater influence and interest on specific activities), so that ENAC's strategy may be better directed towards them.

| | STAKEHOLDER CATEGORY | STAKEHOLDER | TYPE |
|----------------------------------|-------------------------------|------------------------------------------------------------|----------------------------------|
| RULE MAKERS | INSTITUTIONAL REPRESENTATIVES | Ministry of Infrastructure and Transport | Authority |
| | | Ministry of Interior | Authority |
| | | Ministry of Foreign Affairs | Authority |
| | | National Police | Authority |
| | | Revenue Guard Corp | Authority |
| | | Ministry of Health | Authority |
| | | Ministry of Economy and Finance | Authority |
| | | Fire Corps | Authority |
| | | Ministry of the Environment and Protection of Land and Sea | Authority |
| | | Ministry of Defence | Authority |
| | | Military Air Force | Authority |
| | | Customs Agency | Authority |
| | | Regional and local bodies | Authority |
| | | CIPE | Authority |
| | | Civil Protection | Authority |
| | | Authority for Transport Regulation | Authority |
| Department of Public Function | Authority | | |
| Ministry of Economic Development | Authority | | |
| ANAC | Authority | | |
| ARAN | Authority | | |
| AGCM | Authority | | |
| REGULATORS | REGULATORS | ICAO | Authority |
| | | European Commission | Authority |
| | | EASA | Authority |
| | | ECAC | Authority |
| EMPLOYEES | EMPLOYEES | Eurocontrol | Authority |
| | | ENAC | Individual |
| OPERATORS | GOODS/SERVICES SUPPLIERS | Technical management and aircraft maintenance company | Company |
| | | Aircraft producer | Company |
| | | Security services company | Company |
| | | Air operator | Company |
| | | Aerial navigation services supplier | Authority |
| | | Handling services supplier | Company |
| | | Airport operator | Company |
| | | Assoclearance | Association |
| | | Trade unions/ professional associations | Association |
| | | BENEFICIARIES | USERS/RECIPIENTS OF THE SERVICES |
| Population adjacent to airports | Individual | | |
| Flight crew | Individual | | |
| Economic operator | Individual | | |
| Regulated agent | Company | | |



Performance Plan

The Performance Plan, published as provided by l.d. no. 150/2009, has become for ENAC a valid tool for strategic planning and social reporting. Through greater transparency and visibility of the political and strategic choices, in fact, the stakeholders can better understand

the Authority's governing capability in the field of civil aviation. The process of redefining ENAC's priorities takes as a reference point the Authority's 5 strategic areas. In 2014 the Authority has published on its website the Performance Plan for the triennium 2014-2016.

Strategic Areas

- **Safety** Development of safety in terms of preventing the people involved in aeronautical operations from injury.
- **Security** Development of security in terms of preventing and neutralising illicit actions.
- **Quality of services** Increasing the qualitative level of air transport and airport services as well as safeguarding passenger's rights.
- **Fair competition** Implementing those conditions that can ensure greater levels of competition between air transport operators with the aim of improving the economic efficiency of the national civil aviation.
- **Environmental protection** Ensuring the compatibility of air transport development with environmental protection.

In addition to these, there is a 6th cross-sectional area, which includes activities and actions aimed at the organisation, management and enhancement of human, financial and structural resources as well as personnel skills.

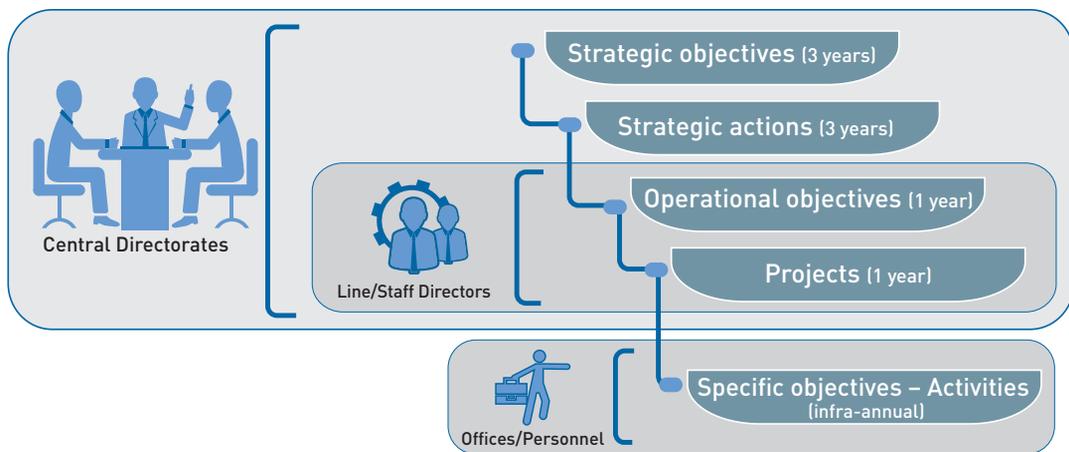


STRATEGIC OBJECTIVES 2014 – 2016
STRATEGIC ACTIONS

| | STRATEGIC OBJECTIVES 2014 – 2016 | STRATEGIC ACTIONS |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SAFETY | Rationalising, updating and simplifying safety regulations | Rationalisation and improvement of the efficiency of the regulatory framework on the subject of safety within the international context. Guarantee of a qualified and authoritative role in the context of international regulation and cooperation. |
| | Improving the efficacy of national and international fleet safety oversight | Introduction of a Risk Based Oversight system. Actions aimed at the standardisation of safety oversight procedures. Implementation of a system for the verification of national and international fleet safety in accordance with EU legislation. |
| | | |
| SECURITY | Increase the effectiveness of security controls at airports and ENAC surveillance activities | Promotion of training activities and development of management and organisational tools focused on security. Actions aimed at reducing the non-conformity with regards to PNS security requisites. |
| QUALITY OF SERVICES | Strengthening the monitoring system regarding the quality of services offered by airports | Improvement of the certification activity and surveillance of airport operators. Definition and application of an effective system for governments to evaluate the quality of services offered by airports. |
| FAIR COMPETITION | Enhancing support to the aerospace industry | Actions aimed at simplifying administrative and operational procedures for the aerospace industry. Start up research initiatives for experimentation and use of unmanned aircraft. |
| | Assuming an active role in the planning of airport infrastructure, in the supervision of investments and airport governance, promoting national mobility and economic development | Action for an improved planning and control of the development of airport infrastructures as improvement of air mobility. |
| | Developing and applying monitoring systems of the economic-management reliance of airport operators, airlines and handlers | Application of a system featuring parameters and indicators for the evaluation of economic-financial reliability. |
| | Rationalising, updating and simplifying the economic-management norm | Develop simplified texts of the economic-management norm. |
| ENVIRONMENTAL PROTECTION | Consolidating the role of Authority in the environmental field, promoting actions aimed at reducing the environmental impact of airports | Increase the development of methodologies and procedures aimed at reducing the environmental impact of airports. |
| CROSS-SECTIONAL | Strengthening personnel skills and competency | Consolidation of internal professionals through the development of personnel skills and competency. Create an unfavourable context to corruption. Begin ad-hoc training initiatives on the themes of ethics and legality. |
| | Improving the Authority's ability to program and control | Develop and implement program and control projects for the activities of the Authority. Actions aimed at guaranteeing the observance of procedural deadlines. Reduce the opportunities for corruption to arise. |
| | Improving the performance of the Authority's organisational mechanisms | Operational improvement of processes and organisational structures with the aim of simplifying and rationalising activities. Elaboration and application of a plan for the dismissal and simplification of non-relevant activities from a strategic standpoint. |
| | Improving the overall level of computerisation of the Authority | Layout a comprehensive mapping of the needs for the computerisation of the Authority's activities. Carry out interventions for the development and evolution of software applications, data bases and computerised infrastructure of the Authority. |
| | Developing ENAC's management system according to the EASA model, introducing Risk Management principles in all sectors of the organisation | Application of the Risk Management system in the processes of the Authority. |
| | Improving the ability to utilise economic-financial resources | Implement measures to rationalize ENAC expenses. |

The 2014-2016 Performance Plan, although established in continuity with previous years, presents several elements of innovation, provoked either by regulatory compliance or by the need to make the authority more efficient. Complying with the new regulatory framework, in fact, has considerably influenced the strategic planning, with the aim of implementing the different programmed documents of the Authority within the so called "integrated performance cycle", that includes aspects relative to: performance, qualitative standards for services, transparency and integrity, and the plan of measures on contrasting and prevent corruption. The Authority has also adapted itself to the legislative dispositions on the subject of "spending review", by carrying an administrative reorganisation in 2014 that revisited, in terms of numbers and competence, ENAC's different structures. The 2014-2016 strategy, therefore, has been developed on the basis of the new organisational layout. Another innovation in comparison to previous years has been the implementation of a new system for the measurement and evaluation of performance, that

modified the existing process of identification, allocation of objectives and evaluation of executive managers with the goal of harmonising the performance cycle with managerial development. In this way, this innovation has contributed to highlighting and promoting organisational behaviours and management styles that are coherent with the founding principles of the organisation. ENAC's activity unravels through a process articulated between triennial strategic objectives and relative strategic actions undertaken by the Central Directors, to which are linked operational objectives of strategic derivation (annual projection of strategy), carried out by line and staff Directors. All executive staff members are furthermore assigned local operational objectives, aimed at the enhancement of specific processes within their relative sector of competence. Professional staff employees and non-executive personnel are also allocated individual objectives, although these are not published in the Performance Plan. The following diagram illustrates the model of allocating objectives.



The year 2014 saw the publishing of the ENAC Performance Report for 2013, a tool through which the Authority illustrates the overall organisational and individual results achieved related the specific programmed objectives and available resources, to all citizens and stakeholders, both internal and external. The report shows a full achievement of the programmed objectives, notwithstanding the numerous potential critical aspects that were related mainly to the effects

those legislative provision of a restrictive kind that characterised recent financial manoeuvres, affecting the P.A. as a whole. The validation of the Report by the Performance Evaluation Unit has formally terminated the performance cycle related to 2013. The new 2015 performance cycle has started in October, through the completion of all those activities aimed at the definition and formalisation of an ENAC Performance Plan for 2015-2017.

Prevention of corruption

Law no. 190 of the 6th November of 2012, titled "Dispositions for the prevention and repression of corruption and illegality in the public administration", aims to strengthen the efficacy of the measures addressed to contrast the corruptive phenomenon, through the consolidation of a culture of transparency and control by general public, employing a multi-disciplinary approach.

The concept of corruption taken as a reference has a wide definition: it includes the various situations in which, throughout the course of the administrative activity, a public servant abuses of the power invested in him, for his own gain or that of others. From a point of view of the measures that aim to prevent corruption, the above mentioned law articulates the process of formulation and application of strategies on a dual level. Firstly, the national level, for which the Department of Public Function has laid out the National Anti-corruption Plan (PNA), approved by the National Anti-corruption Authority (ANAC, formerly CIVIT) on the 11/9/2013 with deliberation 72/2013. Secondly, the decentralised level, according to which each public administration defines and implements its own Triennial Plan for the Prevention of Corruption (PTPC).

In January 2014, ENAC adopted its own PTPC for 2014-2016, stemming from the preparatory work carried out in 2013 by the Supervisor for corruption prevention (RPC), in collaboration with the Supervisor for transparency (RT), the Directors and the multi-disciplinary team that supported the activities aimed at preventing corruption.

The PTPC adopted by ENAC is a programmatic document that defines the strategy of preventing corruption chosen by the Authority, on the bases of the instructions contained in the PNA. The plan is updated on a yearly basis, in accordance with the results of the monitoring activity carried out by the RPC in collaboration with ENAC's Directors.

Starting from the definition of corruption and risk – respectively intended as the abuse by an individual, to

obtain personal advantages, direct or indirect, in exercising his professional role and as the possibility of such an event taking place (i.e. for corruption or for pressure exercised on a person) – the processes adopted by ENAC (institutional, support, direction and control) have been evaluated according to the criteria of output relevancy for the user, and for the discretion of the act, thus ranking them throughout four risk levels: void, low, medium, high.

The processes qualified within the category of high risk were subsequently classified according to risk area and sub-area, and then further analysed on the basis of the concrete possibility that a corruption incident might take place and considering the economic, organisational and reputational impact of the possible event.

The analysis has also made possible to identify and describe the corruptive event that could take place, and furthermore to locate, for the above mentioned processes, common mandatory and cross-sectional countermeasures that were considered apt for reducing the likelihood of these kinds of incidents.

Throughout the year, ENAC has put into effect the different measures aimed at containing risk that were programmed for 2014.

In particular, within the context of the triennial training plan 2014-2016 the Authority has conducted an important job in terms of programming and carrying out educational and training activities on the themes of preventing corruption and promoting a culture of integrity and legality, creating a triennial training plan for anti-corruption for 2014-2016.

With this regard, ENAC has:

- adopted its own code of behaviour;
- gathered and verified the statements declaring the absence of causes for incompatibility relative to the Organs, the executive personnel and the regular employees;
- implemented the dispositions regarding the working activity subsequent to the termination of service (so-called revolving doors);
- started the computerisation of several processes related to human resources.

Transparency

Transparency, defined as the “total accessibility” of the information regarding an organisation and the activity of the Public Administrations (P.A.), aimed at favouring diffused forms of control over institutional functions and the use of economic resources, is an objective as well as a cross-sectional instrument that has been progressively established in recent years.

Transparency constitutes one of the main tools of preventing corruption, being provided for by the legislator as a mandatory condition. Informing general public, operators, professional associations and stakeholders in a clear and comprehensive fashion is a task of institutional transparency that the Authority constantly brings upon itself.

The continuous monitoring carried out by the P.A. of the competent governmental bodies award to ENAC a position of excellence in terms of satisfying the near totality of requisites.

2014 Specific action

- ▶ Implementation of the publication of data, information and documents in the “Amministrazione Trasparente” section of the website www.enac.gov.it, included on the list of national governmental websites due to the achievement of the prescribed levels in terms of quality, security and update of the services offered to individuals and companies. In some sections of the website, including “Amministrazione Trasparente”, RSS Feeds are active, enabling users to read the latest news without having to consult each different section. Furthermore, on the Authority’s website there is a section dedicated to the “Open Data ENAC”, where data are made accessible to users and gathered by thematic area.

- ▶ Planning of new automation systems for the production and publication of data.

- ▶ Implementation of communication and information methods through the development of the interaction between citizen and website.

- ▶ Use of the Authority’s communication channel, EnacChannel, on the YouTube platform for a greater and more effective disclosure of the themes of transparency through an updated schedule made up of

audio and video institutional services, from TV and radio press reviews to in-depth clips to video-interviews to ENAC’s executive staff.

- ▶ Internal training directed at personnel on the themes linked to corruption prevention, legality, ethics and transparency.

- ▶ Organisation of the Transparency Days aimed at particular stakeholders.

- ▶ Constant overseeing of the toll-free number 800898121 (for Italian calls only).

- ▶ Divuligation of publications through website and print.

- ▶ Organisation of seminars, meetings and study-days.

- ▶ Management of those offices opened to relations with the general public.

The Supervisor of Transparency is responsible for carrying out those initiatives provided for by the norm still in effect, and in particular of the application of the measures prescribed by art. 11 of the l.d. no. 150/2009 and by l.d. no. 33/2013. It is instead the competency of single individuals to guarantee the prompt and regular flux of information to be made available on the institutional website in adherence to the publishing obligations and in compliance with the terms established by law.

The Supervisor of Transparency sees to the update of the Triennial Program for Transparency and Integrity (PTTI), controls the compliance with the publishing obligations, ensuring comprehensiveness, clarity and update of the information provided and guarantees the regular fulfilment of civic accessibility.

The political responsibility of social appraisal and report is undertaken by ENAC Board and defined in congruence with the strategic objectives on the subject of transparency.

The Performance Evaluation Unit instead takes on the technical responsibility of social balance.

Charter of Services

ENAC's Charter of Services is the information tool aimed at guiding users through the network of the services provided, in order to inform users regarding the qualitative standards that the Authority has committed to. The Charter of Services has been developed in accordance with the provisions of Deliberations no. 88/2010 and no. 3/2012 issued by ANAC, formerly known as CIVIT, and published on the institutional website in application of comma 1 of art. 32 of Legislative Decree 33/2013 relative to "publishing commitments concerning services provided", prescribing that "Public Administrations publish the Charter of Services or a document containing quality standards regarding public services". In the context of technical regulation, certification, authorisation, monitoring and control activities that ENAC performs in the field of Italian civil aviation, the services contemplated in the Charter have been identified as those with the most significant impact on the user base. In total, the services for which programmed values have been defined and monitoring of quality established are 43 at the present time, and they involve all the main sectors where the Authority operates, from the certification of aircraft and aeronautical companies, to pilot licences and the handling of passenger complaints following disruption of services. For each of these areas, there have been defined indicators, related to the multiple facets of quality. Through the Charter of Services the Authority identifies qualitative standards that it commits to observe for each reported process/service, illustrating the verifications performed on the quality levels that have been achieved. The monitoring activity allows keeping processes under

control, acknowledging data gathered with respect to the production of every process/service during the time considered and comparing it with the defined standard, launching specific activities of verification where needed, in order to analyse the variation in those factors that characterise processes that are not in line with quality standards and finally implementing actions that can correct and prevent shortcomings.

For each of the services there is a relative updated analytical datasheet that reports general information such as: description, strategic area, output, user base typology, competent Departments, quality dimension, indicator and relative formula, programmed values and observed values. In 2014 ENAC has continued performing activities aimed at monitoring programmed quality standards with respect to data gathered in the years with respect to the year the report refers to. The indicators relative to each service have been defined in accordance to three distinct typologies concerning quality dimensions:

► Accessibility

- Physical: days open to public
- Multi-channel: web information concerning services provided

► Timeliness

- Time taken for issuing/modifying a provision

► Transparency

- Supervisors: publication on the website of information regarding the competent Department
- Contact procedures: publication on the website of information regarding contact procedures.



Crisis Management Team



ENAC's Crisis Management Team (CMT) was activated by an ordinance issued by the President of the Council of Ministers on the 19/2/2010, no. 9841. It's a structure that operates directly under the Authority's Director General and handles crisis situations in coordination with other

competent public bodies. Its task is also to look after the managerial and organisational aspects in case of events that bear particular relevance or gravity with regards to the air transport system.

Functionality is guaranteed 24 hours a day through a computerised system that allows the tracking of events and communications, also through a Geographic Information System (GIS) interface.

The people who compose the Crisis Management Team also make up the Go Team, a group of personnel adequately identified among the workforce and specifically trained, who bear the responsibility, in case of accident, to reach the airport involved within the shortest amount of time, to join the Care Team. This team is a group made up by representatives of ENAC's Airport Departments, the airport operators and the airline in question so as to offer support to the victims and their relatives.

The CMT helps ENAC's structures in divulging univocal and coherent information to media and citizens/passengers in the case of a relevant aeronautical event.

Furthermore, its task is to support the different organisms that institutionally carry out the role of so called active emergency, in full coordination with ENAC Airport Departments on the territory.

In adherence to the national and international rules, in 2014 ENAC published the advisory circular GEN05 "Plan for the assistance of passengers involved in flying accidents and their families", on which basis the Authority proceeds in the approval of the Crisis Manual of the national airlines, verifying the content relative to the family assistance. The aim of the advisory circular is to implement the assistance to people who are involved in aircraft accidents, along with their relatives, in accordance with national and international

regulatory provisions, and in particular with article 21 of the Reg. (EU) no. 996/2010.

Since 2011, the CMT is also member of the European Crisis Coordination Cell (EACCC), a Body established by European Commission and Eurocontrol in order to coordinate the management of crisis response in the European ATM Network.

Main activities in 2014

Management of events, meetings, national and international drills relative to:

- eruptions of the Etna volcano with the relative activities connecting the Airport Directorates involved with the Central Directorates of the Authority;
- air setbacks;
- simulation of flying accidents;
- crisis linked to the Malaysia Airlines accident, flight MH 17 of the 23rd July in Ukraine;
- security of the operations linked with Tel-Aviv – Ben Gurion airport;
- nuclear emergency international exercise;
- infectious disease epidemic relative to Ebola virus through the OMS updates sent by the Ministry of Health.



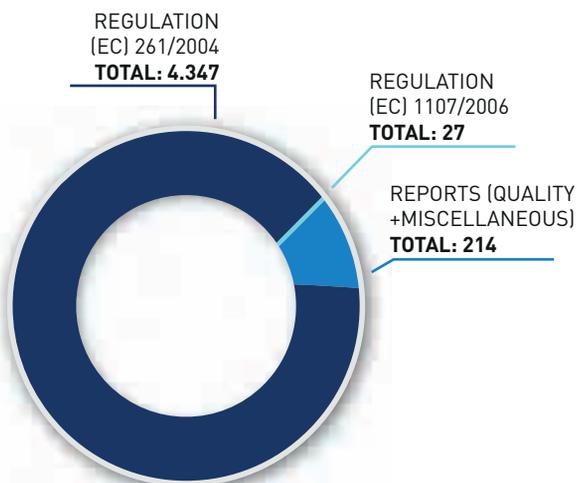
Safeguard of Passenger's rights and quality of airport services

Among its tasks, ENAC carries out the function of ensuring that airlines which operate on national territory comply with Passenger's rights, along with checking the quality of services offered by airport operators and their relative congruence with provisions. The monitoring and control function is carried out through a series of activities that are constantly updated and aimed at guaranteeing the respect and realisation of the Authority's strategies, with particular attention to the allocated strategic objectives, by activating all available resources in compliance with the procedures, as well as to time and actions, as defined by the strategic plan.

Complaints handling

Starting from 2005 a computerised system for handling passenger complaints has been implemented, with the information converging in a database managed by ENAC's local structures and coordinated, for the purposes of standardisation, by the central Authority. The database has been constantly updated through time, with periodical revisions and innovations that in 2014 involved the inspection and sanction activities so as to improve the relative processes by introducing new features that allow for future projections and trend elaborations.

Complaint forms recorded in 2014: 4588



A significant increase in complaints relative to flights delay has been observed, due to the new provisions of the regulation that, for the purposes of monetary compensation, consider a prolonged delay as the cancellation of a flight.

The trend continues, already observed in 2013, of a substantial increase in the number of complaints for a prolonged delay.

2013-2014 Comparison for passenger complaints

2013

| Denied boarding (art. 4) | Flight cancellation (art. 5) | Flight delay (art. 6) | Lack of information regarding passenger rights (art.14) |
|--------------------------|------------------------------|-----------------------|---------------------------------------------------------|
| 227 | 792 | 2.050 | 56 |

2014

| Denied boarding (art. 4) | Flight cancellation (art. 5) | Flight delay (art. 6) | Lack of information regarding passenger rights (art.14) |
|--------------------------|------------------------------|-----------------------|---------------------------------------------------------|
| 233 | 1.314 | 2.739 | 61 |

EU officials exchange program

Within the context of the Consumer Protection Cooperation promoted by the European Union (decision 1926/206-EC) ENAC participates in the exchange program of officials who deal with consumers such as passengers of air transport between administrations of the community. The goal of this program is to guarantee a high level of protection, in the framework of a global strategy for intelligent, sustainable and inclusive growth. The program aims to contribute to protecting the health, safety and juridical as well as economic interests of the consumers, while also promoting their right to information and education. Participating in this program in the context of air transport, there are European organisms such as ENAC, responsible for the correct application of the EU regulations on passenger rights in the case of disruption of services (Reg. EC no. 261/2004) and on the rights of passengers with disabilities and/or reduced mobility (Reg. EC no.1107/2006). In this regard, ENAC has welcomed officials from Latvia and Ireland who participated in the activities of central and local offices of the Authority. The experience has contributed to the knowledge and standardisation of the procedures to handle passenger complaints and airport inspections.



The Services charters

2014 has brought along the update of the whole subject regulating the quality of services offered in air transport. The new organisational circular GEN06 "Quality of services in air transport: the Charters of standard services for airport operators and airlines" has introduced the Charters of standard services both for airlines and airport operators (passenger and goods sectors). Furthermore, it has updated, starting from 2015, the indicators for the quality of services offered to passengers by the operators, with the aim of providing a continuous improvement and monitoring by ENAC.

The utmost priority was given to the quality of specific services to passengers with disabilities and/or reduced mobility: with the new edition of the organisational circular GEN02A "Application of the Regulation (EC) no. 1107/2006 and quality of services offered to passengers with disabilities and/or reduced mobility in air transport" a whole section of the Charter of standard services has been dedicated exclusively to this area.

Monitoring the quality level of airport services

The quality of airport services constitutes the backbone of the charter of services of the airport operator. Starting from a reform of the Navigation Code, and passing through the regulation for each specific airport, arriving to the Planning Agreement between the Authority and the Operator, the overarching goal is the continuous improvement of the quality of services, both as a precise responsibility with regards to the central subject in air transport – which is the passenger – and as an essential prerequisite (not to be intended as an automatic mechanism) to be able to access the bonuses inserted in the Plan of Quality featured in the Planning Agreement itself. In addition to the consolidated monitoring activity, the Authority has started and auditing activity stemming from the central structure a long time ago, which itself is added to the consolidated activities of inspection regarding the level of services that airport operators offer to passengers. The audits are planned and carried out by taking into account the peculiarities of each airport. The processes that are subjected to a test are primarily related to the services of special assistance towards passengers with disabilities: activities regarding the training of personnel, operational and organisational procedures necessary to ensure an adequate level of services. Also subjected to test are the relative infrastructures

(loges paths, call points and reserved parking), while not overlooking the organisational and procedural aspects that are necessary for a correct management of the centralised infrastructures. Furthermore the activity is carried out with the aim of helping the operators to identify, prevent and/or solve potential problems that might have arisen through the audit. The table on the following page shows the data gathered across the most prominent national terminals according to the 7 quality indicators used to monitor the level of airport services.

Legend

Flight delays caused by the airport managing body: the indicator represents the relation between the number of flights delayed to be attributed to the responsibility of the operator and the total number of departing flights.

Mishandled luggage: the indicator represents the number of luggage that is not boarded on the destination flight per 1000 transiting luggage.

Time taken for delivering luggage (first and last): this indicator represents the average time taken to deliver the first and last luggage, measured in minutes.

Perception of the level of toilet cleanliness: this indicator represents the percentage of passengers who were satisfied regarding the positioning, management and cleanliness of the toilets available at the airport.

Queuing time at check-in: this indicator represents a passenger's waiting time (in minutes) from his arrival at the queue to the registration desk.

Queuing time at hand luggage screening points: this indicator represents the waiting time (in minutes) of a passenger from his arrival at the queue to the placement of his luggage on the belt for the radiogenic control ahead of the boarding area.

Queuing time at passport controls: this indicator represents a passenger's waiting time (in minutes) from his arrival at the queue to passport controls.

n.a. = not available



The value for each indicator depends on the quality level of the services offered and may vary in relation to external factors such as the increase of passengers traffic, construction works for the improvement of infrastructures, new security measurements of the strengthening of those already in place.

Monitoring of the level of airport services 2012-2014

| | Flight delays caused by airport operator | | | Mishandled luggage | | | Time taken for delivering luggage (first and last) | | |
|-----------|------------------------------------------|------|------|--------------------|------|------|----------------------------------------------------|-------------|-----------|
| | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 |
| Ancona | 5,1 | 2,5 | 4 | 2 | 0,2 | 0,2 | 18,5/22,5 | 16/22 | 22/25 |
| Bari | 0,04 | 0,56 | 1,6 | 0,33 | 0,17 | 1 | 16,32/22,39 | 17,23/23,41 | 16,3/23,3 |
| Bergamo | 0,2 | 0,2 | 0,2 | 0,17 | 0,17 | 0,3 | 13/18 | 13/17 | 14/18 |
| Bologna | 0,47 | 0,56 | 0,7 | 0,51 | 0,41 | 0,9 | 19,21/24,45 | 19,17/25 | 20/27 |
| Cagliari | 0,2 | 0,13 | 0,13 | 0,55 | 0,25 | 0,22 | 17,42/22,4 | 16,45/21,15 | 16,4/21,1 |
| Catania | 0,8 | 1 | 0,8 | 0,8 | 0,5 | 0,5 | 28/37 | 26/36 | 25/35 |
| Ciampino | 0,11 | 0,6 | 0,23 | 0,16 | 0,11 | 0,3 | 15,04/18,26 | 19/22,14 | 20/27 |
| Fiumicino | 0,4 | 0,4 | 0,3 | 1 | 1,2 | 1,5 | 32,13/41,57 | 30,26/39,44 | 27/36 |
| Lamezia | 1,86 | 1 | 1,5 | 0,6 | 0,31 | 0,5 | 18/28 | 19/28 | 20/30 |
| Linate | 0,7 | 0,5 | 0,5 | 3 | 2,4 | 3,5 | 17,06/24,18 | 17,21/24,43 | 18/25 |
| Malpensa | 0,4 | 0,4 | 0,6 | 0,22 | 0,4 | 1 | 22,48/35,18 | 22,51/35,27 | 27/37 |
| Napoli | 0,31 | 0,3 | 0,3 | 0,08 | 0,08 | 0,08 | 27/35 | 24/32 | 23/31 |
| Olbia | 0,1 | 0,2 | 0,1 | 0,38 | 0,4 | 0,1 | 17,32/27,05 | 17,26/25,34 | 19/29 |
| Palermo | 0,36 | 0,19 | 0,6 | 0,58 | 0,69 | 0,5 | 19,18/24,33 | 19,59/26,25 | 19/26,5 |
| Pisa | 0,6 | 0,3 | 0,3 | 0,2 | 0,3 | 0,3 | 19/24 | 18,52/23,53 | 18/23 |
| Torino | 0,04 | 0,07 | 0,75 | 0,03 | 0,03 | 0,01 | 18,24/21,36 | 18,12/22,08 | 20/24 |
| Venezia | 1,92 | 0,22 | 0,1 | 0,74 | 0,6 | 0,6 | 19/27 | 19/28 | 19/27 |
| Verona | 0,63 | 0,63 | 1 | 0,5 | 0,15 | 0,25 | 18/28 | 19/30 | 19/30 |

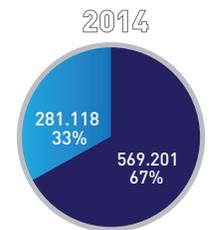
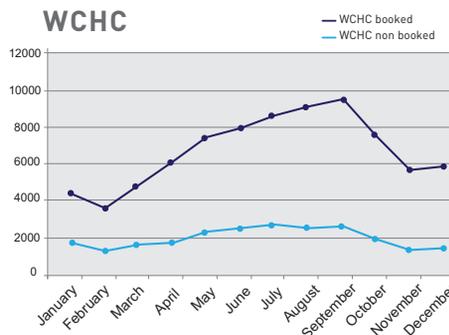
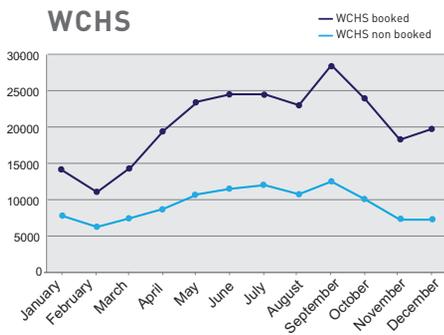
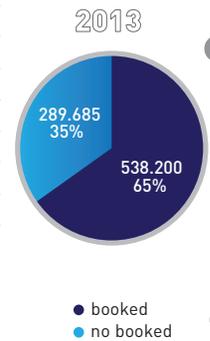
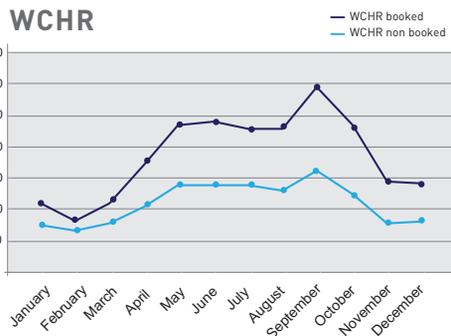
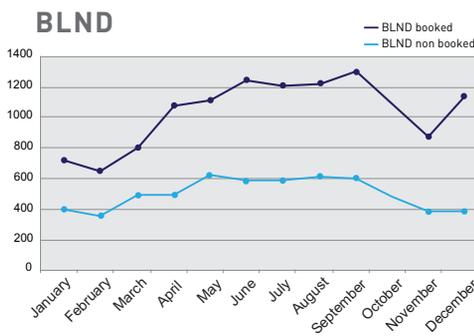
| | Perception of the level of toilet cleanliness | | | Queuing time at check-in | | | Queuing time at hand luggage screening points | | | Queuing time at passport controls | | |
|-----------|-----------------------------------------------|------|-------|--------------------------|-------|-------|-----------------------------------------------|-------|-------|-----------------------------------|-------|------|
| | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 |
| Ancona | 89 | 82 | 89 | 7,2 | 9,09 | 10 | 7,28 | 8,03 | 6 | 9 | 9,28 | 8 |
| Bari | 91,63 | 88 | 90,1 | 9,44 | 13,44 | 13 | 3,39 | 4,09 | 8 | n.a. | 4,52 | 6 |
| Bergamo | 90,9 | 89,5 | 87 | 9,55 | 11,1 | 12 | 13,01 | 11,44 | 12 | 3,18 | 3,15 | 3 |
| Bologna | 89,1 | 87,8 | 90,5 | 13,03 | 10,54 | 15,15 | 5,18 | 6,13 | 7,3 | n.a. | 3,09 | 5 |
| Cagliari | 93,7 | 93,8 | 93,9 | 7,1 | 5,45 | 5,05 | 2,55 | 2,4 | 3,3 | 8,2 | 7,1 | 6,4 |
| Catania | 53 | 64 | 85 | 15 | 19 | 14 | 10 | 10 | 10 | 12 | 12 | 12 |
| Ciampino | 81,7 | 81 | 85 | 13,06 | 20 | 17 | 8,28 | 7,5 | 10 | 4,36 | 7,15 | 10 |
| Fiumicino | 63,8 | 62,5 | 85 | 22,07 | 18,33 | 15 | 12,57 | 8,2 | 6 | n.a. | n.a. | n.a. |
| Lamezia | 88 | 87 | 87 | 20,03 | 23,33 | 22 | 3,46 | 4,22 | 5 | 5,04 | 13,18 | 10 |
| Linate | 81,5 | 88,8 | 78 | 5,3 | 5,16 | 6,1 | 8,1 | 7,56 | 7,5 | 3 | 3,4 | 4 |
| Malpensa | 89,5 | 87,7 | 88 | 12 | 13,38 | 10 | 7,35 | 10,56 | 10,3 | 2,05 | 4,05 | 4 |
| Napoli | 98 | 97 | 98 | 18,6 | 16 | 15 | 8 | 13 | 9 | 6 | 5 | 5 |
| Olbia | 94 | 94,4 | 93 | 10,15 | 4,47 | 10 | 5,59 | 1,41 | 4 | n.a. | 4,12 | 5 |
| Palermo | 76 | 53 | 85,25 | 6,27 | 6,57 | 13,05 | 4,45 | 4,53 | 6 | 6,39 | 7,55 | 7 |
| Pisa | 92,5 | 93 | 93 | 7 | 7,43 | 6,45 | 4 | 5,12 | 4 | 3 | 3,32 | 3 |
| Torino | 93 | 93 | 88 | 9,06 | 9,3 | 13 | 4,01 | 5,19 | 13,35 | 3,55 | 3,43 | 13,3 |
| Venezia | 91,9 | 86,5 | 88 | 25,14 | 20,22 | 20,1 | 9,32 | 8,56 | 14,2 | 2,48 | 3,26 | 10 |
| Verona | 93,7 | 89,8 | 90 | 16,01 | 11,17 | 16 | 6,5 | 4,53 | 7,45 | 4,33 | 2,55 | 10 |

Rights of Passengers with disabilities and/or reduced mobility (PRM)

In order to guarantee the use of air transport without discriminations and added costs, the European Union has established common rules that provided for the assistance dedicated throughout all airports on the territory of member States, in order to meet the needs of PRM. In order to be guaranteed, the norm provides that special assistance has to be pre notified.

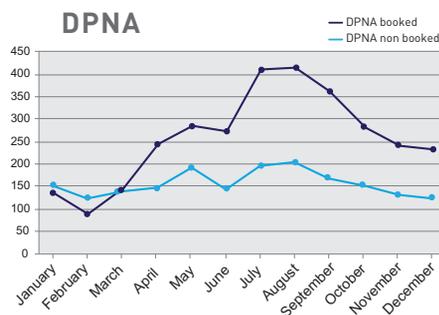
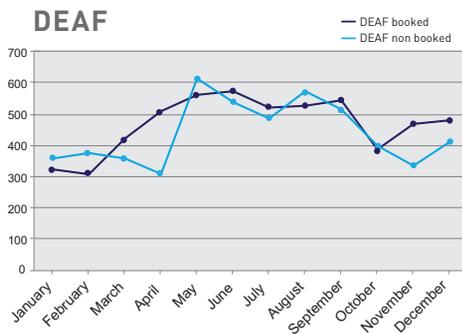
ENAC, confirming the attention that it has always dedicated to the needs of PRM, has organised in 2014 a meeting, in collaboration with ECAC and ACI Europe (Airports Council International) to focus on the themes related to the quality of assistance offered by operators (airports and airlines) in adherence of the limitations linked to the necessity of conforming with strict safety rules.

2014 PRM Assistance



LEGEND:

- BLND**, visually handicapped or blind
- WCHR**, Passengers who cannot walk long distances, but can climb stairs and can move autonomously
- WCHS**, Passengers who cannot walk long distances and cannot climb stairs, but are autonomous on board of the aircraft
- WCHC**, Passengers who are completely motionless, who are not self-sufficient on board of the aircraft and require total assistance
- DEAF**, Passengers with hearing disability
- DPNA**, Passengers with intellectual or behavioural disability

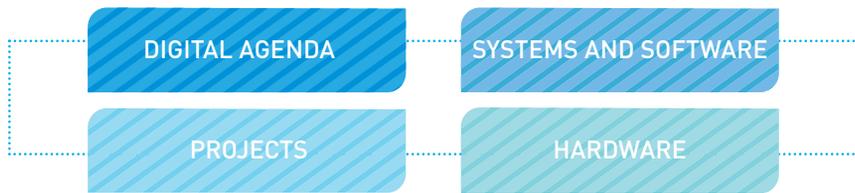


Technical innovation

With the goal of pursuing its institutional activities, ENAC acts to guarantee, on the basis of the existing norm and of its own strategic objectives, the realisation of innovative technical and informative projects, adhering to

the Digital Agenda. ENAC's current computerised and technological system consists of numerous systems and software for the most part based on web architecture, and its infrastructures realised with various technologies.

Intervention contexts

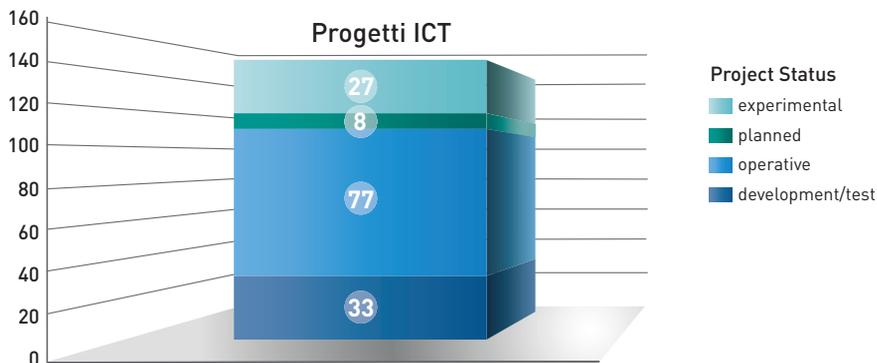


Through a continuous activity of governing, monitoring, functional direction, development and integration of systems, ENAC constantly enacts a policy of rationalisation and strengthening of its ICT services with the aim of:

- Reaching the Authority's operative performance objectives through an adequate measure and monitoring of the services required
- Achieving the user satisfaction of the services through continuous improvement of the quality of services
- Controlling and reducing the costs of activities that may be easily outsourced
- Focusing on the institutional activities of the Authority (core business)
- Adapting technology to market trends
- Rationalising resources and ICT infrastructures through the adoption of techniques for the improvement of their operative efficiency

Most relevant projects:

- JSIAC accounting (Digital Agenda)
- SIFE invoicing system (Digital Agenda)
- PA payment node (Digital Agenda)
- Electronic invoicing (Digital Agenda)
- Electronic mandate (Digital Agenda)
- Human Resources management system
- ENAC website (www.enac.gov.it)
- Web POIN portal – Improvement of the airport's energy efficiency
- System of managing EASA and National licenses and certifications (EMPIC)
- Portal application and ENAC Smart Working System
- MIA System – Monitoring airport projects
- Virtualisation of technological infrastructure (Digital Agenda)
- Virtual Desktop
- Electronic signature (Digital Agenda)
- Single registry





Information and communication

Relations with the user base

The service offered to the users, inspired by the principles of listening, attention, access, transparency and communication is constantly guaranteed by ENAC through the use of resources and tools dedicated to carrying out specific functions that aim at perfecting the Authority's relations with the different public bodies that it has to refer to. The institutional website www.enac.gov.it features the information regarding ENAC's structure of the Directorate General and the local offices that are open to the public in order to divulge information that is not only general, but also specific to: passenger rights, flying crew, maintenance personnel, air traffic controls, aviation medicine, air personnel registry, aircraft registry, obstacles and dangers of air navigation, Remotely Piloted Aerial Systems (RPAS).

Events

In promoting and developing a growing culture of the civil aviation, ENAC organises institutional events, for the most part located in Rome, on sector specific themes for national and international Stakeholders. Throughout 2014, in its headquarters (which features a conference room capable of welcoming 100 guests) ENAC has organised more than 40 among the most relevant seminars, workshops and conventions.

Toll-free number

ENAC's toll free number 800 898 121 (for Italian calls only) constitutes one of the channels through which ENAC answers directly to general public base on questions regarding air transport. In particular, it provides information on passenger rights in the event of a disruption of services, on the national and foreign airlines operating in Italy, on the community Black List, on the system and the rules of security controls. The service, that operates exclusively on internal resources coordinated at the central level, allows ENAC to face the need for professionalism and knowledge in a highly complex sector, such as civil aviation. In 2014 ENAC has handled more than 7.600 calls.



Website

The web portal represents one of the Authority's main tools of information and communication. The web portal has been designed with the objective of contributing to increase both the spreading of knowledge on the most significant themes of the civil aviation and the satisfaction of the users. Achieved in full accordance with the requisites established by the l. 9 January 2004, no. 4, for the accessibility of computerised tools by disabled people, the website has been listed since 2009 among national governmental websites due to the allocation of the domain www.enac.gov.it conceded on the basis of the achievement of certain levels of quality, security and update of the services offered to citizens and companies. The portal is divided in macro-areas regarding the most significant activities of the Authority's institutional mandate. Furthermore, a vast and detailed section regarding the transparency of the administration, where ENAC accounts for its activity and answers the need for a culture of transparency and integrity within the P.A. On the website there is also a section dedicated to Open Data, including a nucleus of information in a format that is freely accessible by the users. During 2014, in adherence to what has been provided by the guidelines of the Digital Administration Code (CAD) and by the Digital Agenda on the subjects of electronic identity, computerised documents and online payments ENAC has launched a project aimed at making available to registered users its own software through which they can avail themselves of online services. In the first phase of the launching of this project, the Authority has made it possible, through online services, to make payments of quotas for the registration or the renewal for the inclusion on the air personnel registry. In 2014 there have been more than 2.000 updates to the portal.

www.enac.gov.it

Institutional communication campaign

In 2014, in addition to promoting institutional campaigns on the subject of passenger rights throughout the various Italian airports and in collaboration with the relative Stakeholders, ENAC lent its support in conveying the campaigns promoted by the Presidency of the Council of Ministers:

- 112, single European emergency call number,
- #Italiasicura against the hydrogeological decay and for the development of water infrastructure.

Press releases

The elaboration and disclosure of press releases constitutes a relevant part within the context of the various activities of information carried out by ENAC, among which, for example, feature the management of relations with the press, the safeguarding of relevant information for the Authority, the organisation of interviews, conferences, meetings and press events, the elaboration of material for journalists. Through the press releases, in fact, ENAC provides information to the media, and indirectly to the general public covering the most important activities related to the institutional mandate of the Authority itself. Press releases are also published in real time on the institutional website, where it's also possible to consult previous one, starting from 2001. In 2014 there were 137 press releases published.

EnacChannel

The YouTube broadcast schedule was launched as an experimental project in November 2012



to convey an information service, with the aim of increasing comprehension of ENAC's activities and the functioning of a sector so sensitive such as air transport. Throughout the course of 2014 a high activity of implementation has been achieved. The channel, in fact, has been developed with the making and broadcasting of 53 video services, ranging from the institutional kind to news, in-depth analyses, interviews to ENAC's executive staff along with the most significant contributions that were highlighted the press review. During 2014 Enac-Channel has offered live streaming of several events, meetings and workshops organised by the Authority.

Parliamentary questions

ENAC answers to several parliamentary questions concerning civil aviation, transmitted by the Ministry of Infrastructure and Transport. Appropriate databases make possible to improve the process to speed up the time of management of specific concerns. In 2014, 100 proceedings have been managed.

Linea Amica, the PA's contact center

The year 2014 has seen the continuation of the



collaboration with Linea Amica network, an initiative promoted by the Minister for Public Administration and Innovation to which ENAC adhered in 2009, signing a protocol of understanding with the Department of Public Function and Formez. The contact centers network makes a call center service (803 001 from landline, +39 06 828881 from mobile) and a website (www.lineamica.gov.it) available to the public.

Collaboration with Isoradio

ENAC, assisted by the involved airports, collaborates with Isoradio, the RAI service (FM 103.3) that broadcasts news and information to travelers. Through an afternoon broadcast ENAC offers relevant information with regards to:



- the state of airport operations and forecasts regarding traffic regularity;
 - significant events that have already taken place, or that could take place throughout the day;
 - practical advice;
 - strikes staged by personnel involved in the air transport sector.
- In 2014 there have been 244 announcements issued.

Library

ENAC's library boasts over 10.000 documents regarding Italian and foreign literature on the subject of civil aviation. It represents a constant point of reference for students and academics by offering an information and research service both through the online catalogue and through the catalogues of other libraries, Italian and foreign, that can be consulted through OPAC.



Legal activity

The advising, judicial and extra-judicial activity carried out by ENAC in 2014 dealt with the Authority's competence sectors and with those that are common to the P.A.'s. Below are highlighted some of the most relevant disputes on the subject of civil aviation regulations, control and supervision regarding the respect of the law and of the economic-administrative aspects of air transport.

Airports (Annex 14 ICAO)

Controversies with local authorities regarding the layout of territory, and in particular restrictions on private property for the safeguard and protection of communities who inhabit the areas neighboring airport premises. In fact, when identifying zones to be subjected to restrictions in areas surrounding airports (ex art. 707 Navigation Law), employing its own regulation for the construction and the exercise of airport operations, ENAC extended the so called protected areas along all runways. The limitation, in accordance with the above mentioned regulation, from the implementation of risk plans to be adopted by Country Council and Municipality have determined the necessity to adapt their tools to ENAC's dispositions, within the context of urban planning,

Aerodromes activity

The Lazio regional administrative Court made null and void in light of the contrast with community norms (directive 2002/30/EC and legislative decree 17th of January 2005, no. 13 for the implementation of the afore mentioned directive). About the issue regarding sums of money paid by airlines to petrol companies, and then repaid to the Treasury or to airport operators under the title of royalties in return for the service of fuel supplies in the period 1999-2009, there is a particularly complex dispute due to the fact that the contested frame of time concerns a period of profound legislative reforms, both with regards to the transformation of the concessionary regime of numerous airports, and also in terms of ENAC's competences regarding the supervision of payments requested by airport operators for goods or services offered to the user base with the aim of ensuring their correlation with the costs incurred by the operator.

With the regard to the Leonardo da Vinci Fiumicino airport in particular, considerations arising from requirements in the field of airport operations happening in the airside made ENAC adopt – following a significant investigation carried out by ENAC and a complex ad hoc study carried out by the airport operator – a provision limiting the access of ground assistance service providers in the community airports. The provision, adopted coherently with ENAC's regulation "Certification of ground assistance service providers" coming into effect on the 30th June 2015, disposes the limitation of access on behalf of some categories of ground assistance services to: 3 ground assistance services and 2 self-handling airlines with a limit of seven year for providing services, under art. 11 legislative decree no. 18/1999. The provision, swiftly challenged by four handlers and by the Association for national airlines and air transport operators, is currently under judgment.

Competition and international agreements

The Council of State – following two proceedings established by different actors but both aiming at the authorisation, provisional and seasonal, issued by ENAC in favour of two Emirian airlines so as to enable them to operate, under a fifth freedom regime, the right of ongoing traffic, relative to the boarding and disembarking of goods and passengers along the routes already assigned – has recognised to the Italian aeronautical authority the competence to concede additional rights in comparison to those provided for by the so called simplified agreements (signed by the aeronautical authorities of the countries involved), in the form of extra-bilateral concessions.

Entrusting concession of state owned civil aeronautical goods

2014 has seen the development, as a subject to be studied and debated, of the procedure adopted by ENAC for the entrustment of concessions, to operators of the sector, regarding state owned civil aeronautical goods assigned without charge to ENAC ex art. 693 of the Navigation Law, in addition to defining relative fees in accordance with the organisational circular issued by the Ministry of Economy and Finance no. 62567/1989, in particular regarding not for profit organisms such as amateur sport associations and Aero Clubs. Taking into consideration the coming into effect of ENAC's regulation "Entrusting state owned airports for general aviation" dated 24th of November 2014, the appeals lodged by the different actors involved in the process of these concessions will be defined in the course of 2015 and have thus far brought the affirmation, on behalf of the administrative judge, of the legitimacy of ENAC's actions that, for these entrustments organises public competition procedures inspired by the principles of publicity, transparency, rotation, equal treatment and non-discrimination, expressed by the national and community norm applicable on the subject.

Throughout 2014 ENAC has also been committed to the provision of ad-hoc opinions in favour of the State Advocacy, called upon to represent the Italian State in front of the European Court of justice for the numerous references for a preliminary ruling posed by the Courts of other Member States regarding the interpretations of the dispositions of the reg. (EC) no. 261/2004. This regulation predisposes the strengthening of the protection of passengers involved in disrupted services, imposing a standardised obligation on airport operators to provide free assistance to all travelers involved in these circumstances. This advisory activity facilitates the application of the community regulation, contributing to deflating the disagreement voiced by airlines regarding the sanctions issued by ENAC on the basis of the regulation itself, a disagreement that, in fact, in 2014 has been considerably lessened in comparison to previous years.



Rulemaking

The European rulemaking programs developed by EU Commission and EASA, have determined large areas of overlap with national regulation framework, making necessary to reexamine the entire products. For this reason, within the context of the Rulemaking Program 2014-2016, ENAC launched an important action of simplification and rationalisation, which identified 132 products that need to be simplified/rationalised out of a total of 183 (43 regulations and 140 circulars).

Criteria for reexamining existing products, and for developing new ones are:

- ▶ cancellation of national products when analogous EASA products exist;
- ▶ cancellation of additional criteria for certification, authorization and other aspects within those contexts already regulated by EASA;
- ▶ cancellation/reduction of the obligations for the consumers to produce documents, declarations and other paperwork that are not strictly necessary for demonstrating adherence to applicable requirements;
- ▶ cancellation of obsolete regulations and circulars that deal with topics that are either not relevant anymore or redundant with regards to current industrial procedures;
- ▶ use of flexible tools (Information Notice, FAQ, etc.) for the management of information to be provided to the stakeholders and for internal purpose.

The final result of the Rulemaking Plan 2014-2016 will be an overall simplification on the procedures with a positive impact on the costs that the consumer has to face in order to demonstrate and maintain conformity to certification requirements both in terms of resources and time.

Throughout 2014:

- carried out 35 interventions of rationalisation/simplification, that led to the cancellation of 6 regulations and 17 circulars, in addition to the revision of 3 regulations, 8 circulars and 2 procedures
- issued 1 new regulation and 4 new circulars.

Information Notices (IN)

The IN contain information related to the domain of the flight safety. They are addressed to stakeholders operating in the APT (Airport), ATM (Air space), NAV (Initial and continued airworthiness), OPV (Flight Operations), LIC (Flight Licenses) with the goal of providing guidance, advice or clarifications with regards to specific topics or regulatory aspects. The recipients are requested to ensure that the Information Notices issued by the Authority are made known to all relevant personnel. Thirteen IN were issued throughout 2014.

Airworthiness Directives (AD)

Airworthiness Directives require to carry out inspections, replacements, modifications, limitations or operational procedures that are deemed necessary and made mandatory within the indicated deadline to ensure the airworthiness of the aircraft, correcting and preventing conditions that may endanger the safety of the flight. The dissemination of AD towards the public has been ensured through ENAC web site.

367 AD were disseminated, 24 of which were categorised as "Emergency AD" because of the level of urgency. Having the objective of simplifying the mode of dissemination of the AD issued or adopted by EASA, that consisted in publishing every single AD in the ENAC web site, when applicable to aircraft registered on the National Aeronautical Register, starting from November 2014 ENAC began to ensure a real time updating by means of a direct link that forwards the visitor towards the EASA AD webpage. ENAC will continue to issue AD in cases of:

1. aircraft that fall within the provision of Annex II of Regulation (EC) no. 216/2008; or
2. airworthiness issues in relation to aspects of production, maintenance and flight operations that do not fall within the current EASA responsibilities.



Safety

| | | |
|-----------|--------------------------------------------------|----|
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Flight safety

State Safety Programme

Safety, intended as the coherent set of actions and activities aimed at developing and ensuring the safety of passengers and goods involved in aeronautical operations broadly speaking, constitutes one of the essential aspects of the governing activities of the national system of civil aviation.

Precisely to guarantee that State actions are aimed at the maximum security levels possible, the ICAO has provided, for member States, the obligation to elaborate a State Safety Programme (SSP). In Italy, the first edition of the SSP was issued in December 2011. In January 2015 a profoundly updated second edition was published. The revision of the SSP became necessary in order to adjust the program to the most recent development in the international regulation framework and, in particular, to the new Annex 19 and 3rd edition of the ICAO Safety Management Manual (Doc. 9859).

In addition to ENAC, the Ministry of Infrastructures and Transport, the National Agency for Flight Safety (ANSV), the Italian Air Force, the Italian Aero Club and ENAV have all contributed to the drafting of the second edition of the SSP. The SSP - Italy is governed by a high level coordination Committee, chaired by ENAC's General Director in the role of SSP Executive Accountable, that meets periodically and carries out an important role in guiding and addressing issues regarding safety.

ENAC Safety Plan

The ENAC Safety Plan is the plan of safety actions carried out within the SSP - Italy framework for the aspects that fall within the responsibility of the Authority. This document describes ENAC's actions on the subject of safety, so as to guide the regulation, certification, surveillance and promotion activities in the different aspects of institutional relevance towards shared and coordinated objectives.

The development in Europe of a shared strategy has also led the EASA to issue the EASp (European Aviation Safety Plan) and has given ENAC the opportunity to coordinate national initiatives with those already happening at European level. The original edition of the plan, relative

to the quadrennium 2012-2015, is currently being revised in order to bring about an adjustment to the latest EASp directions and the issues emerged from the occurrence reporting activity. The Safety Plan is managed by an executive organ, the Safety Board, that meets periodically to:

- monitor the running of the Safety Plan
- examine the progress of specific safety actions
- evaluate the need to implement possible modifications or updates.

Safety recommendations

The ANSV, as provided by the Regulation (EU) no. 996/2010, is the Agency tasked with investigating accidents/incidents in the civil aviation sector. After investigations are completed, it has the authority, on the basis of what has emerged, to issue safety recommendations in order to prevent aeronautical accidents. The safety recommendations may also be directed, amongst other things, to competent aeronautical authorities, such as ENAC, for potentially issuing provisions aimed at safeguarding and improving flight safety. ENAC evaluates the content of the recommendations directed at itself, and whereas it is acknowledged and recognised, this leads to the definition of corrective measures.

The position taken by ENAC with regard to a single recommendation is contained in what is called Follow-up Action on Occurrence Report (FACTOR) model published on ENAC's website. For every single safety recommendation a FACTOR model is issued containing data for the identification of the event, its brief description, the corrective measures that may have been chosen and the relative progress concerning their implementation. 10 FACTOR models have been issued throughout 2014.

eE-MOR: reporting and analysis of occurrences

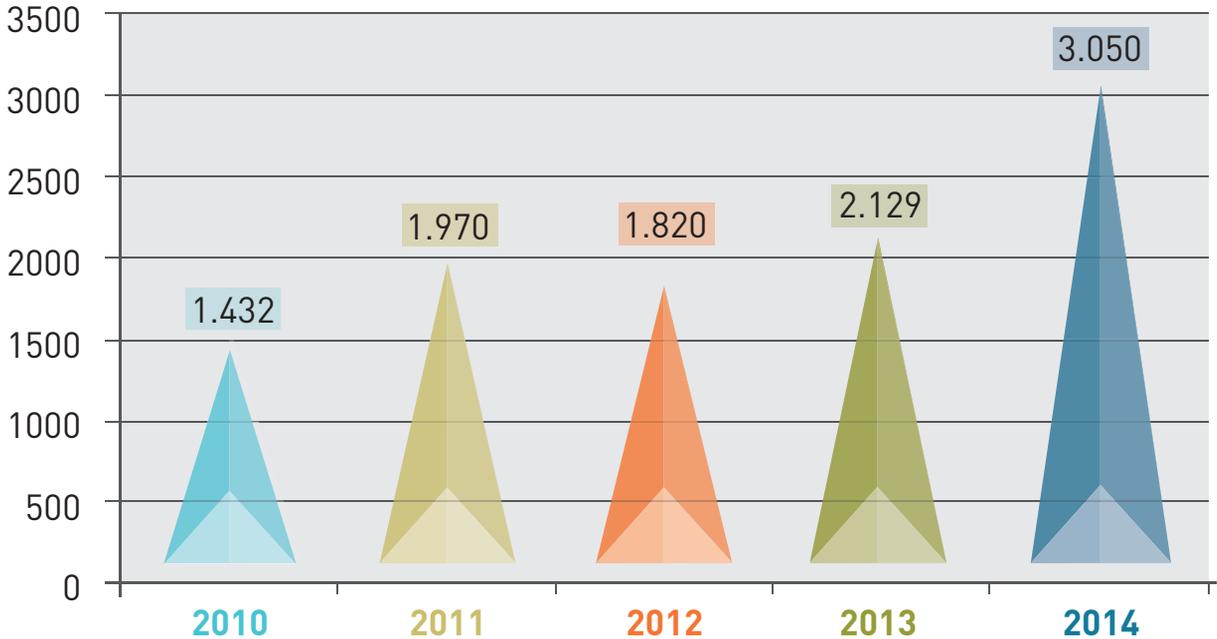
For the gathering of mandatory reports relative to aeronautical occurrences (Accident/Incident) ENAC uses the eE-MOR system (Electronic ENAC Mandatory Occurrence Reporting), designed and realised by the Authority in compliance with Directive 2003/42/EC of the European Parliament and Commission.

The eE-MOR system is based on Eccairs software, supplied to EU member States free of charge by the European Commission Joint Research Center (JRC), and it allows the collecting of event reports categorised according to ICAO ADREP (Accident/Incident Data Reporting) taxonomy, and their analysis. The use of ADREP taxonomy is made compulsory by the EU in order to allow the exchange of information on a European level and with the EU Commission. The eE-MOR system allows operators to insert information directly, thanks to a web interface (defined Webdas) that automatically transfers data to the national database managed by ENAC.

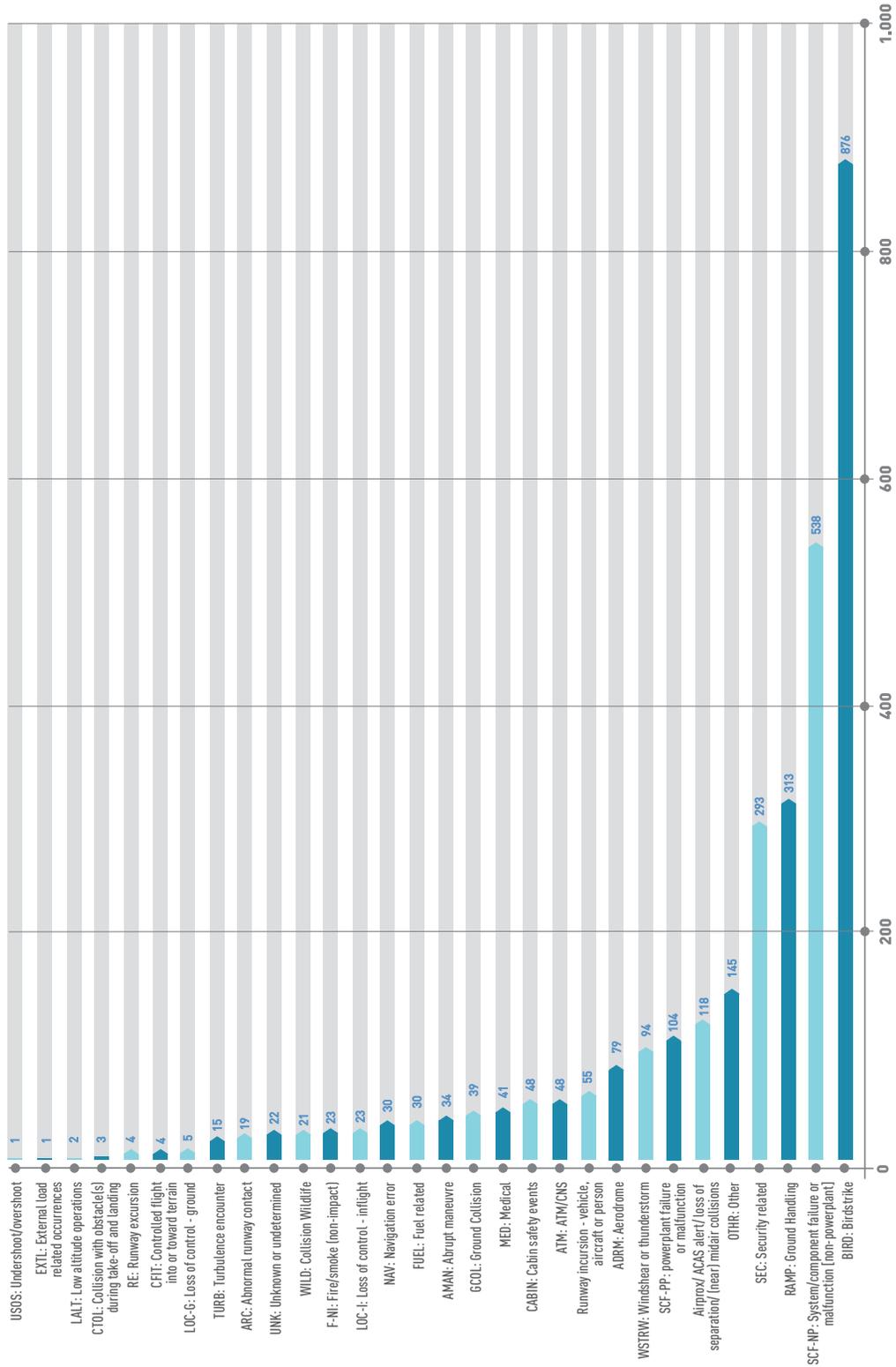
In 2014 ENAC has continued developing the eE-MOR system, updating the Eccairs software to the latest release (also used by EASA) and radically updating the web interface, resulting in a noticeable increase in the

number of reports and a relative improvement of their quality, benefitting to the analysis for safety purposes. It should be highlighted how the update makes the system already suitable for the collection and managing the reporting of events in accordance to the requisites of the new regulation (EU) no. 376/2014 that will come into effect on the 15th of November 2015, replacing the present directive 2003/42/EC. The gathering of bird-strike reports has also been included in the context of the eE-MOR system, thanks to a specific form of data entry. This has made it possible to make the collecting of data far more effective, for the benefit of the Bird Strike Committee Italy (BSCI), and eliminating a great volume of paper data that formerly required the manual transposition to a suitable database. In 2014 there have been 3.050 events reported.

Reporting trends



eE-MOR system – 2014 reports break down by event type



Certification and monitoring activities

ENAC performs activities related to processes of certification and monitoring, guaranteeing the fulfillment of national and international regulatory standards, in addition to the development of the aeronautical sector in all its forms. These activities are performed by professionals who are highly qualified in the aeronautical sector (aeronautical engineers, electrical engineers, civil, flight inspectors and specialised consultants) and consist in audits, scheduled and non-scheduled, with the goal of providing a test of the constant and continuous compliance to the required certifications on the part of the examined subject.

The monitoring activities are performed on the basis of the elaboration and execution of a National Plan of Company Monitoring that, taking into consideration the requisites imposed by community regulations, established modes, conditions and frequencies of the interventions.

The audits are always carried out in the presence of representatives of the organisations, with whom the terms for adjustment procedures, in case of non-compliance, need to be defined. The monitoring programme calls for two kind of inspection activities;

- system audits that consist of inspection checks conducted on the organisation, infrastructure, personnel, equipment, documentations and procedures with the aim of verifying the congruence terms with the certification requisites;

- process/product audit that are carried out to verify the actual performance conditions of technical and operational processes; in particular on aircraft these audits are conducted during maintenance, during brief pauses on the ramp while awaiting passenger boarding and during scheduled flights.

In the event of corrective measures that are either insufficient or implement beyond the established timeframe, ENAC arranges sanctioning that may consist in the partial limitation of the licences endowed to the company, or to the full suspension of all licences, and even to the definitive revocation of a licence or certification. This modus operandi is adopted for each type of certification issued by ENAC, both for the aeronautic sector and its infrastructure. All national aeronautical operators own a licence to exercise their function issued by ENAC following administrative, accountancy and financial check-ups.





Certified companies valid up to 31/12

| | | 2012 | 2013 | 2014 |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|-------|
| Airports | | 46 | 44 | 46 |
| DOA | Design Organisation Approval (Part 21 subpart J) Design organisations | 8 | 12 | 4 |
| POA | Production Organisation Approval (Part 21 subpart F) Production organisations without certification privilege | 5 | 5 | 3 |
| POA | Production Organisation Approval (Part 21 subpart G) Production organisations with certification privilege | 41 | 45 | 47 |
| AMO | Approved Maintenance Organisation (Part 145) Maintenance organisations of aircraft classified as "Large Aircraft" or used for Commercial Air Transport (CAT) and their components | 161 | 166 | 145 |
| AMTO | Approved Maintenance Training Organisation (Part 147) Training organisations for technical personnel operating in maintenance organisations | 11 | 12 | 10 |
| AMO | Approved Maintenance Organisation (PART M Subpart F) Maintenance organisations of aircraft except those classified as "Large Aircraft" or used for Commercial Air Transport (CAT) | 48 | 48 | 49 |
| CAMO | Continuing Airworthiness Management Organisation (Part M subpart G) Organisations for the management of aircraft airworthiness | 167 | 168 | 167 |
| COA | Fixed wing Air Operator Certificate Air operators who perform public passenger/goods transport | 49 | 47 | 31 |
| COA | Helicopter Air Operator Certificate Air operators who perform public passenger/goods transport | 38 | 41 | 30 |
| COLA | Aerial Work Operator Certificate Operators that perform air works such as radio measurements, remote sensing, aerial shoots etc. | 104 | 98 | 78 |
| FSTD | Flight Simulator Training Devices Training devices for flying personnel | 28 | 29 | 33 |
| Laboratories | Organisations that conduct tests/examinations on aircraft, engines, rotors, parts, systems or materials for aeronautical purposes | 6 | 6 | 7 |
| AeMC | Aero Medical Centers Aero Medical Centers issuing medical fitness certifications for flying personnel and air traffic controllers | 12 | 12 | 3 (*) |
| OR | Registered Organisations Training organisations for private pilots | 88 | 84 | 74 |
| FTO | Flight Training Organisation Training organisations for flying personnel (**) | 54 | 50 | - |
| TRTO | Type Rating Training Organisations Training organisations for flying personnel according to aircraft typology (**) | 31 | 27 | - |
| ATO | Approved Training Organisation Organisations that conduct the training of flying personnel (**) | - | - | 53 |

(*) Due to reorganisation, in 2014 the Medical Assistance Services of the Ministry of Health did not renew their certification.

(**) In 2014 all previously certified FTO and TRTO have been converted into ATO.

Certification of aeronautical products

Some of the certification and monitoring activities are also performed under direct delegation on behalf of EASA. To these certifications need to be added those issued to airports and heliports, whether they are entrusted to the management of limited companies or under the direct management of ENAC. On the basis of the Service Contract signed with EASA, in 2014 ENAC has carried out the following tasks in companies that have their primary headquarters in foreign countries:

- homologation verification for parts, components and aircrafts designed and produced in Italy;
- certification of companies dealing in the maintenance and production of aeronautical parts;
- qualification of flight simulators and Centers for Aeronautical Medicine;

With regards to certification programmes directly managed by EASA, ENAC has:

- supplied professionals on Secondment in particular for the Agusta AW 169 and 189, SCAC Superjet, Bell 429 and Kamov helicopters;
- ensured the monitoring of the management of continuing airworthiness for Airbus 320 and Eurocopter EC 175 aircrafts;
- participated in the activities of the MRB Process for the ATR 42/72 aircraft;
- provided assistance for the validation by foreign countries of national products and aircraft.

The Authority has also ensured the monitoring of the management of continuing airworthiness of products

AgustaWestland AW189 helicopter certification

The certification of the new AW 189 helicopter took place in April 2014 and falls within the range of activities performed by ENAC in the context of the EASA Service Contract. On the basis of this contract, and in accordance to the Agency's procedures on this subject, technical checks are performed with the aim of issuing certifications on behalf of EASA. The helicopter is a twin motor of medium category with a maximum weight of 8 tonnes, capable of transporting 16/18 passengers for a distance up to 500 km at a speed of 260 Km/h.

The designing was optimised for the transport of passengers offshore in support of the oil and gas industry, for long range search and rescue operations (SAR) at sea. The AW 189 is the largest helicopter ever to be certified that was entirely an Italian production.

constructed on national territory by AgustaWestland, Alenia, Alenia AerMacchi, Iniziative Industriali, Mecaer, Piaggio, Tecnam, Vulcanair and for those products that ENAC is responsible for on behalf of EASA such as Piper PA-60/PA-31, Bombardier CL415, Ballanca Champion 7, Boeing MD 80, DC 8, Bell 412, 212 and 206. Within the context of Safety Oversight, the monitoring of companies designing products for national production has been ensured. These include: Alenia AerMacchi, Alitalia, Avionica, Diesel Jet, Glasfarer, Jet Avionics, LEAT, Mecaer, Northern Avionics, OMA SUD, Piaggio, Tecnam, Vulcanair. Furthermore, ENAC has been delegated by the Federal Aviation Administration (FAA) to renew the Special Airworthiness Certificate of the Agusta Westland 609. ENAC also issues authorisations to foreign operators in the field of aeronautical works that carry out a particular role in Italy. With regards to consulting, research and promotion of the aeronautical sector, the Authority has:

- provided consultancy in the RPAS sector for the ongoing MIDCAS Research Programme;
- participated in research activities throughout different sectors, such as new composite materials, nano-structures, volcanic emissions and alternative fuels;
- performed training activities for the qualification of composite materials.

Certification activities on behalf of EASA

ENAC has conducted certification activities on behalf of EASA in relation to 450 projects and had issued the following certification recommendations:

- 115 Technical Visa to issue certificates for the approval of technical modifications;
- 6 proposals of Flight Condition approvals;
- 13 flying permits for EASA aircraft

Within the context of the activities managed by the EASA Service Contract ENAC has generated a turnover of 780.000 euro.

Within the context of the activities that fall within its own sphere of competence, ENAC has issued:

- 10 flying permits for conventional ENAC aircraft;
- 23 flying permits for amateur aircraft;
- 35 flyover authorisations to aircrafts in possession of certification not complying with the ICAO Annex 8;
- 1 reissuing of flyover authorization to the Tilt Rotor Bell AgustaWestland 609 helicopter.



Activity related to Remotely Piloted Aircraft Systems (RPAS)

- Evaluation of 177 declarations by RPAS operators for experimental activity
- Evaluation of 102 declarations by RPAS operators for non-specialised non-critical operations
- Issue of 8 authorisations for specialised critical operations
- Recognition of 69 RPAS training organisations for theory and/or practice
- Issue of 8 RPAS flying permits
- Organisation of 3 national workshops regarding normative layout
- Sector specific expert advice
- Participation to works carried out by Jarus and Eurocae groups

Most significant certification activities of 2014

COMPLETED

- Certification assistance for certifications issued by foreign authorities:
 - Vulcanair P.68 (China)
 - AgustaWestland AB/AW139 (Indonesia)
 - Tecnam P2006 validation (Argentina)

ONGOING

- Aircrafts:
 - APR Aeromatrix Anteos
 - APR Galileo Falco
 - AgustaWestland AW109 Series various modifications
 - Tecnam P2996T, P2002 and P92 various modifications
 - Vulcanair P68 modifications
 - AgustaWestland 609
- AgustaWestland 149
- AgustaWestland 139 new variations
- EH101 various modifications
- STC EASA
- Engines:
 - DieselJet TDACR-variations
- Propellers:
 - GT Propeller
 - TC-GT-2-250-210-FW models

2014 Products and services certification activities

| | |
|------------------------------------------------------------------------------------------------------------------|-------|
| Infrastructures, systems, visual aids and airport radio aids conformity | 107 |
| Infrastructures, systems, visual aids, airport radio aids projects approval and changes surveys | 282 |
| Flight Simulator Training Devices qualification issuance on behalf of EASA | 33 |
| Issuance of air transport services authorisation for EU/extra EU airlines | 2.463 |
| Issuance of aerial work authorisations for community operators | 25 |
| Issuance of aircraft dry-lease authorisations | 66 |
| Issuance of aircraft wet-lease authorisations | 25 |
| Issuance of aircraft export certificates of airworthiness | 83 |
| Issuance of aerodromes certification | 1 |
| Changes of aerodromes certification | 2 |
| Design of infrastructures within airports under direct management | 7 |
| Issuance of certificates of airworthiness | 53 |
| Issuance of radio station testing attestations | 163 |
| Issuance of permit to fly for remote piloting aircraft (RPAS) | 8 |
| Issuance of permit to fly for aircraft (EASA prototypes) | 33 |
| Issuance of permit to fly for aircraft (Annex II) | 26 |
| Issuance of aircraft export certificates of airworthiness – used aircraft with airworthiness review done by CAMO | 4 |
| Issuance of Air Operator Certification – AOC | 1 |
| Change of Air Operator Certification – AOC | 81 |
| Issuance of Air Operator Certification – AOC Reg. (EU) no. 965/2012 | 1 |
| Transition/conversion of Air Operator Certification – AOC Reg. (EU) no. 965/2012 | 61 |
| Change Air Operator Certification – AOC Reg. (EU) no. 965/2012 | 14 |
| Issuance of aerial work operator certification | 7 |
| Change of aerial work operator certification | 78 |
| Issuance of Approved Training Organisation – ATO | 11 |
| Change of Approved Training Organisation – ATO | 29 |
| Issuance of maintenance organisation certification | 4 |
| Change of maintenance organisation certification | 77 |
| Issuance of Production Organisation Approval – POA | 2 |
| Change of Production Organisation Approval – POA | 16 |
| Issuance of air transport licence | 2 |
| Change of air transport licence | 29 |
| Issuance of aerial work licence | 3 |
| Change of aerial work licence | 8 |

Inspection visits in the context of bilateral EU agreements

On the basis of the bilateral agreements stipulated by the European Commission with the United States of America and Canada, ENAC has also carried out verifications aimed at determining the adherence to requirements of national maintenance companies approved in accordance with FAR 145 and/or CAR 573, communicating the results to the FAA (Federal Aviation Administration) and TCCA (Transport Canada Civil Aviation). On the basis of the results transmitted by ENAC, these bodies provide for the issuance, renewal and modification of FAA and TCCA certifications owned by Italian companies. At the moment there are 23 Italian companies that are holders of an FAR 145 approval, while the holders of a CAR 573 approval are 17.

Certifications of ground handling service providers

Airport ground handling services involve assistance to passengers, luggage, goods, mail and aircraft. In airport with a volume of traffic that is greater than 3 million passengers or 75 thousand tonnes of goods, airport handling services have been liberalised and free access has been recognised to those subjects, including the airport operator, that fulfill certain requisites.

ENAC's norm on this subject establishes that handling service providers be issued, following the completion of verifications, with a certificate stating the suitability requirements provided by the legislative decree 13th of January 1999 no. 18 that implemented directive 96/67/CE relative to access to the ground assistance services market for airports, and that allows for the respect of adequate quality and security standards.

Such requisites are of economic-financial, organisational and technical nature and they need to be upheld throughout the entire duration of the validity of the certificate. ENAC is tasked with the monitoring of the activities performed by the handling operator, to be carried out through inspections whose outcome will determine whether certificates are renewed.

With the evolution of the norm and the expansion in the last decade of the numerous handling activities in all Italian airports, also due to the multiplicity and diversity of the services offered by operators and their presence in several airports, ENAC has felt the need to develop new modes of activity to ensure that the renewal of

certifications were always coherent with the updated specific norm. In other words, the need to standardise the procedures for the renewal of contracts has grown increasingly pressing. As of December 31st there are 195 certified handling operators across Italian airports.

Central Handling Nucleus (CHN)

In 2014 ENAC established the Central Handling Nucleus, that began its operations starting from the month of March with the main goal of standardising the certification of handlers on national territory.

The Nucleus, made up of eight inspectors, deals exclusively with the renewal of suitability contracts. The various activities are carried out in accordance to what has been established by ENAC's norm on the subject (regulation "Certification of airport ground handling service providers" and organisational circular APT2B), on the basis of the verification of adherence to requisites carried out throughout the triennial period of the suitability certification, adopting a monitoring programme constituted of periodical inspections and a full system audit.

In 2014 the Nucleus has performed 40 audits (out of 22 scheduled), 22 of which directed at full handlers and 18 at airport operators.

National Aircraft Registry and Construction Registry

ENAC carries out the function of looking after the register of civil aircraft in Italy, to which the Civil Code attributes the status of registered movable property.

The National Aircraft Registry is the civil aircraft register available to the public. In order to obtain a registration certificate (first requirement established by the Navigation Code for the airworthiness of the aircraft) every aircraft needs to be officially placed on the National Aircraft Registry, that has the function of rendering public and official all constitutive, modification and restrictive acts of property, in addition to all those relative to the use of the aircraft.

Conditions for aircraft removal from the National Aircraft Registry:

- aircraft has been destroyed or demolished;
- aircraft has been enrolled in the registry of another EU State;
- aircraft becomes property of an extra EU subject.

In the Construction Registry, instead, are enrolled the aircraft for which a construction by EU subjects (company or privates) has been undertaken, under the technical supervision of ENAC. It carries out the same function



of the National Aircraft Registry. When the construction is completed, the aircraft needs to be included in the National Aircraft Registry or, in the case of it being sold abroad, in the Registry of the State where it obtains a matriculation certificate. In both cases, register transcripts are of public domain and are made available to whoever requests them.

NATIONAL AIRCRAFT/CONSTRUCTION REGISTRY ACTIVITY

| | 2013 | 2014 |
|--------------------------------------------------|-------|-------|
| Enrollment in construction Registry | 208 | 111 |
| Matriculation fees reserve | 101 | 84 |
| Matriculation certificates | 46 | 63 |
| Transcription of property related acts | 418 | 448 |
| Transcription of financial/operational locations | 169 | 205 |
| Deregistrations | 111 | 78 |
| Inspections/certifications | 2.393 | 1.121 |

Monitoring of certified companies

In 2014 ENAC has started to develop the monitoring activity on the basis of the Performance Based Oversight and Risk Based Oversight principles, so as to personalise the number and context of audits conducted, according to the performances of single operators and the critical areas that said operators have shown throughout past monitoring activities. On the basis of data gathered, in fact, surveillance is either increased or decreased regarding the level and quality of the company's compliance to requisites and the manner in which they answer to those requisites. Whereas the company is more mature, and therefore has a positive record, surveillance is reduced. Where instead there is a negative trend regarding compliance, surveillance is increased. Through time this activity tends to improve performances and to limit the overall number of audits, specialising them where needed. Fundamentally, this causes a smaller number of audits, while at the same time making them more effective since they are guided by data recorded in the past.

Main monitoring activities in 2014

| | |
|-------------------------------------------------------------------------------------|-----|
| Continuing Airworthiness Management Organisations - no. of system audits performed | 205 |
| Continuing Airworthiness Management Organisations - no. of product audits performed | 135 |
| Certified airports - no. of airport certificates renewed | 12 |
| Air transport operators - no. of Air Operator Certificates (AOC) renewed | 30 |
| Aerial work operators - no. of air work operator certificates renewed | 45 |
| Approved Training Organisations - no. of certificates renewed | 14 |
| Approved Maintenance Organisations - no. of system audits performed | 204 |
| Approved Maintenance Organisations - no. of product audits performed | 170 |
| Approved Production Organisations - no. of system audits performed | 73 |
| Approved Production Organisations - no. of product audits performed | 123 |
| Maintenance Training Organisations (Part 147) - no. of system audits performed | 8 |
| Maintenance Training Organisations (Part 147) - no. of product audits performed | 11 |
| CVRP - no. of system audits performed | 5 |
| CVRP - no. of product audits performed | 3 |
| Air transport operating licence - no. verifications performed | 123 |
| Aerial work operating licence - no. verifications performed | 10 |

Monitoring and auditing activity 2012 - 2014



AIRPORT INSPECTIONS CONDUCTED IN 2014

| | |
|-----------------------------------------|-------|
| Flight Safety | 3.102 |
| Aerodrome Safety | 2.014 |
| Handling | 1.792 |
| Security | 1.620 |
| Security (Central Inspection Nucleus) | 37 |
| Handling (Central Handling Nucleus) | 40 |
| Charter of rights / Quality of services | 2.511 |

Monitoring foreign companies

Within the context of the Service Contract with EASA, ENAC has also carried out the activities of certification and monitoring of maintenance and production companies in extra-European countries. In particular, it monitored the process of maintaining approval regarding 10 maintenance companies with factories in China, Taiwan, Russia, Ukraine, Brazil and 2 production companies with factories in Turkey.

Delegation of the monitoring activity

In application of art. 83bis of the ICAO Convention, the bilateral agreement with Slovenia for the delegation of monitoring activities concerning the operations carried out by aircrafts for hiring or rental (airworthiness, maintenance, flying staff licences and flight operations). In this regard, ENAC ensures the surveillance of 156 aircrafts of foreign production and employed by 16 Italian operators. ENAC has been delegated to monitoring activities by 13 EU States.

ACAM Programme (Aircraft Continuing Airworthiness Monitoring)

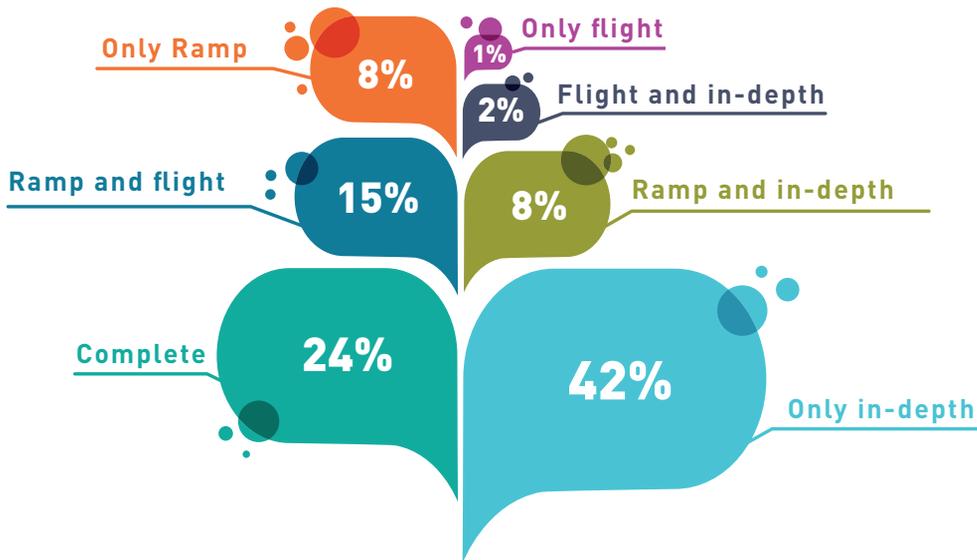
The ACAM programme was launched in Italy in 2011 and is structured in adherence to Reg. (EU) no. 1321/2014. It represents a significant change in the role of national authorities on the subject of monitoring airworthiness. The direct certification of a single aircraft is in fact replaced by the monitoring of the national fleet as a whole, through sample verifications on key elements of risk and the relative elaboration of data for the rationalisation of future actions. The monitoring system, based on the measure of results and on the examination of critical areas, allows to optimise resources while improving overall security levels.

In 2014 ENAC has performed 183 ACAM inspections, the percentage distribution of which is illustrated in relation to the typology of inspection in the diagram below.

Dangerous Goods

In application of the European norm 78 exemptions/approvals have been conceded for the air transport of dangerous goods (ref. to Doc. ICAO 9284), departing/arriving/flying over Italian territory by national, EU and extra EU operators.

Typology of ACAM inspections





Monitoring foreign operators

The responsibility concerning the technical and operation suitability of airlines, along with the monitoring of security standards, falls on the State where the operator principal place of business is located. In accordance to the Chicago Convention the State needs to ensure, compliance through its national Authority, to standards and recommended practices set in the various ICAO Annexes.

The Chicago Convention provides that every State should nevertheless have the power of carrying out verification on foreign operators landing on its territory. With this regard the European Union has been established the SAFA Programme (Safety Assessment of Foreign Aircraft), which consists in carrying out, by each Member State, ramp inspections of aircraft belonging to foreign operators landing on national airports. The SAFA Programme was started with the participation of member States on a voluntary basis. Throughout recent years, however, following certain legislative European provisions and the creation of the Community Safety List (commonly referred to as the Black list, established with Reg. (EC) no. 2111/2005 and regulations linked to it), the SAFA Programme has grown in importance until it has become determinant in the safety evaluation of operators that fall within the surveillance of the Authority of a Third Country. Since the 28th of October 2014 the Programme is based on the Reg. (EU) no. 965/2012 ARO.RAMP Part, that establishes the methods for carrying out inspections in accordance to the standards applicable to the operator. Therefore, the inspections of aircraft belonging to Third Countries continue to be performed using ICAO standards as a reference, and they continue to be called SAFA inspections. The inspections of aircrafts belonging to Community operators, instead, are conducted in accordance to Reg. (EC) no. 216/2008 and the relative implementation rules. These are referred to as SACA inspections (Safety Assessment of Community Aircraft).

Ramp inspections are aimed at verifying the apparent safety conditions of the aircraft and the possession by operators and related staff of certifications, licences and authorisations to carry out commercial air transport, such as they may be observed during an external inspection during the transit period at the stand, with the goal of identifying possible shortcomings on behalf of the

foreign operator with respect to standards. Nevertheless, it should be acknowledged that ramp inspections are performed during the brief transit of the aircraft at the airport, without having the possibility to verify the conditions of internal structures and systems, their functioning and relative adherence to maintenance standards and programmes established by the foreign Authority as well as the manufacturer. At the same time it's not possible to verify whether the training and qualification of staff complies with the requisites of international rules. The shortcomings identified during inspection are reported as findings divided in three categories according to the potential impact on flight safety, that are included in the inspection report compiled at the end of the inspections. In those cases involving greater impact on flight safety, the local aeronautical Authority may request the rectification of shortcomings prior to takeoff; it also expected that when such shortcomings begin to point out a recurring trend, the airline is subjected to an increased inspection program and finally may be included in the community Black List.

In fact, the data gathered through inspections are merged into a single database that can be consulted by every member State and managed by EASA. The centralisation of data management allows both member States and centralised European structures (European Commission, EASA, etc.) to conduct analyses.

Starting from 2013 countries that are not located within the European borders have been added to the Programme. In fact, EASA has stipulated agreements with Morocco, United Arab Emirates, Singapore and Canada for the gradual entry of data gathered through inspections carried out in these countries into the single European database.

In the national context the inspection programme is managed by a coordinator by means of an annual program established inspection, according to priorities set on the basis of different parameters (results of previous inspections on the territory, analysis of inspections conducted on a European level, priority indications provided by EASA and based on data received by national Authorities). This data can be verified by ENAC in real time through the access to the EASA database. Furthermore ENAC participates in the European Commission Air Safety Committee that deals with making decisions regarding potential traffic limitations for extra EU operators on the territory of member States, also in consideration of the outcomes of ramp inspections.

2012-2014 SAFA inspection activity

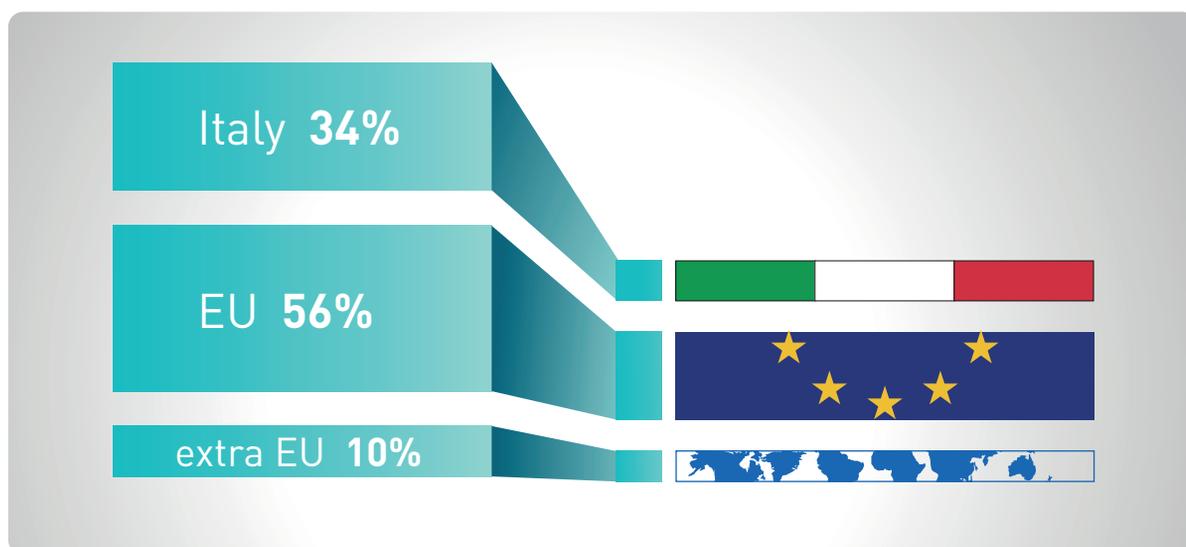
| | 2012 | | 2013 | | 2014 | |
|----------------------------|------------------|------------|------------------|------------|------------------|------------|
| | EU | Extra EU | EU | Extra EU | EU | Extra EU |
| Total Inspections | 498 58% | 359 42% | 523 58% | 379 42% | 473 60% | 315 40% |
| | 857 | | 902 | | 788 | |
| Aircraft inspected | 461 | 323 | 484 | 340 | 447 | 295 |
| | 784 | | 824 | | 742 | |
| Operators inspected | 231 58% | 167 42% | 225 58% | 164 42% | 215 58% | 158 42% |
| | 398 ¹ | | 389 ² | | 373 ³ | |
| States inspected | 26 | 57 | 28 | 51 | 26 | 49 |

¹ Of which 374 commercial and 24 privates

² Of which 372 commercial and 17 privates

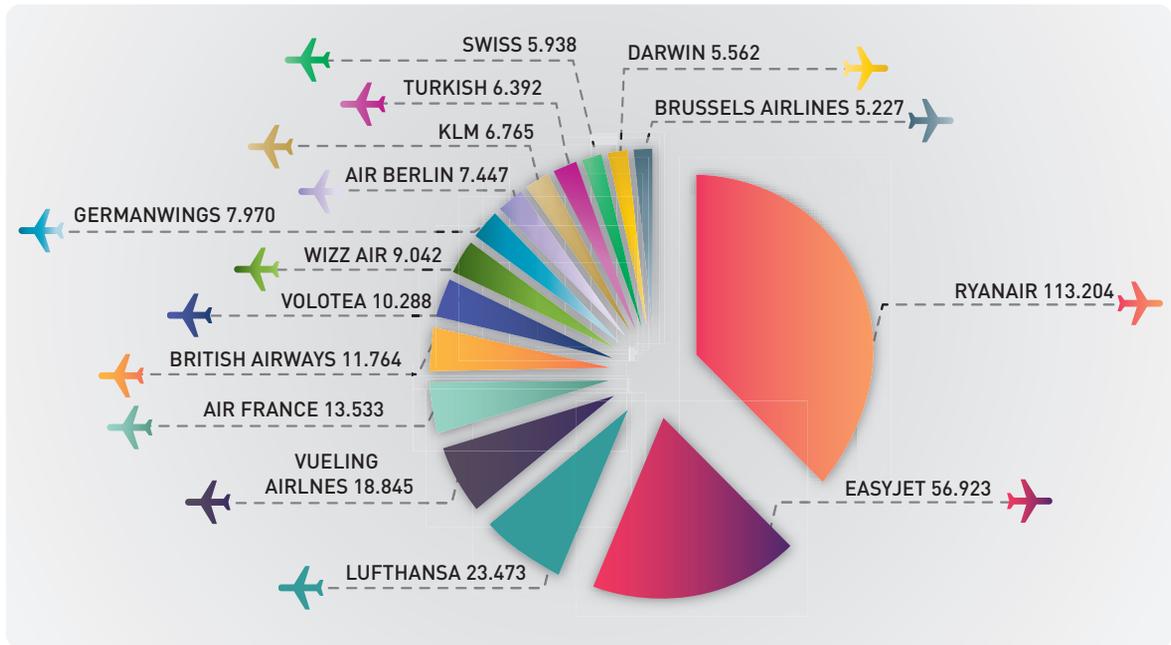
³ Of which 349 commercial and 24 privates

Distribution of Italian traffic by Operator State



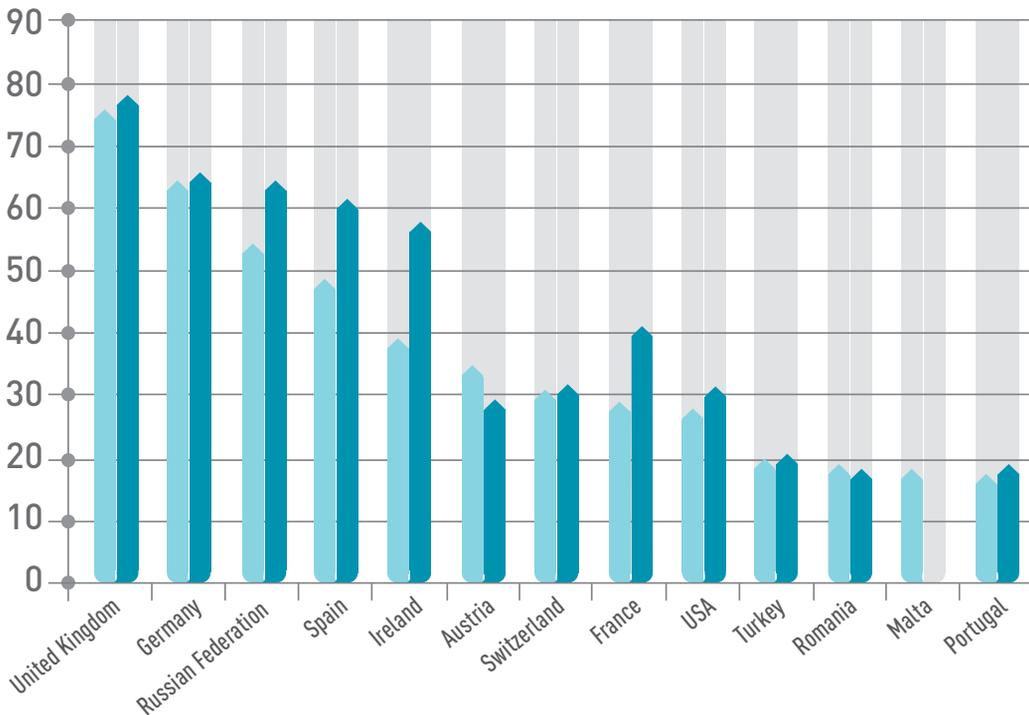


Number of 2014 landings by foreign airlines with the greatest volumes of traffic



Number of inspections for State of the operator

● 2014 ● 2013

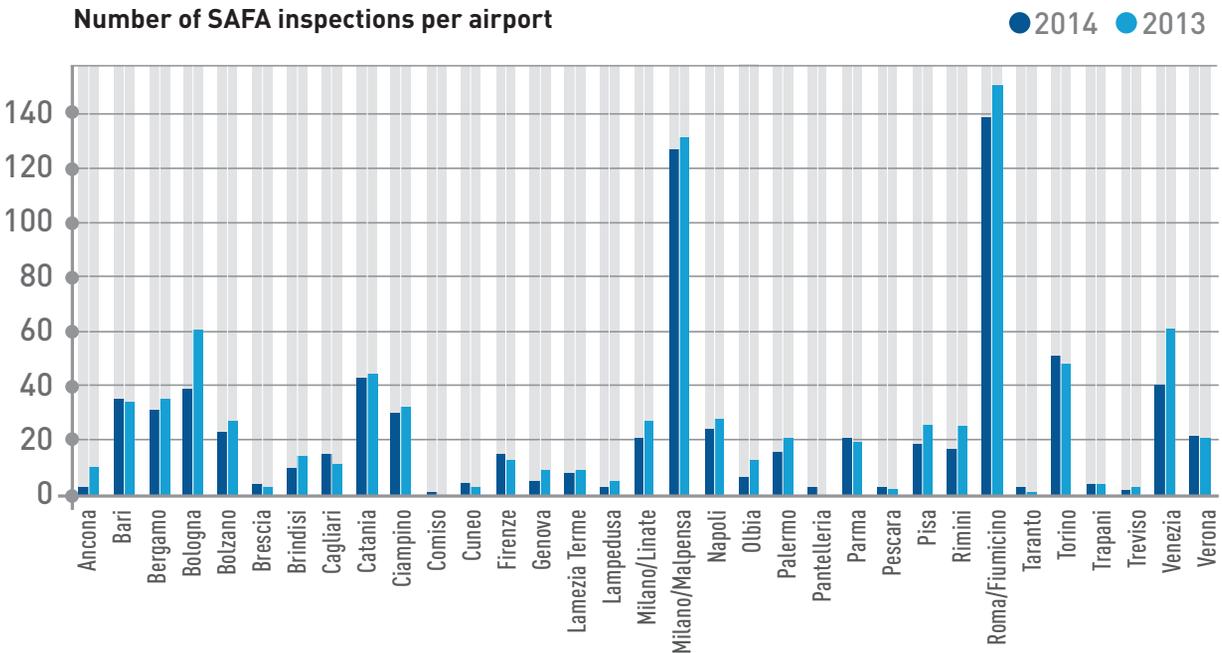


Rate of findings per inspection

| Inspections | 2012 | | 2013 | | 2014 | |
|----------------------------------------------------------|------------|-------------|------------|-------------|------------|-------------|
| No findings | 356 | 41,5% | 415 | 46,0% | 382 | 48,4% |
| Only minor findings | 49 | 5,7% | 55 | 6,1% | 67 | 8,6% |
| At least one significant finding, but without major ones | 214 | 25,0% | 202 | 22,4% | 141 | 18% |
| At least one major finding | 238 | 27,8% | 230 | 25,5% | 198 | 25% |
| Total inspections | 857 | 100% | 902 | 100% | 788 | 100% |

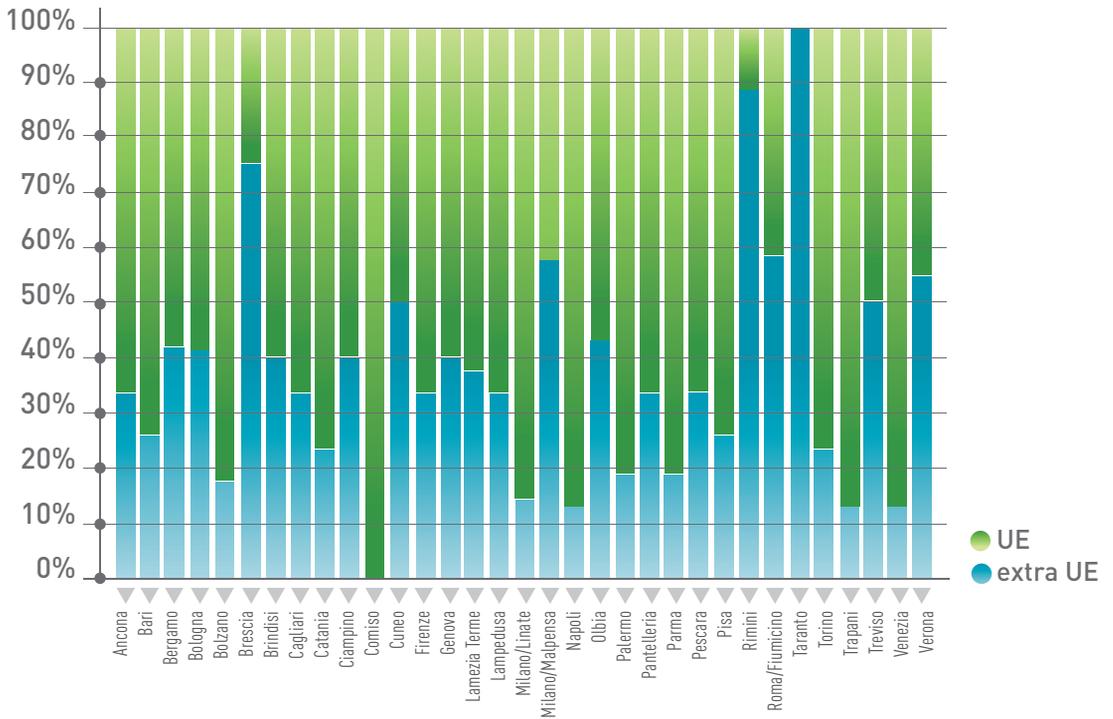
The table describes the impact on safety of the shortcomings discovered during inspections

Number of SAFA inspections per airport

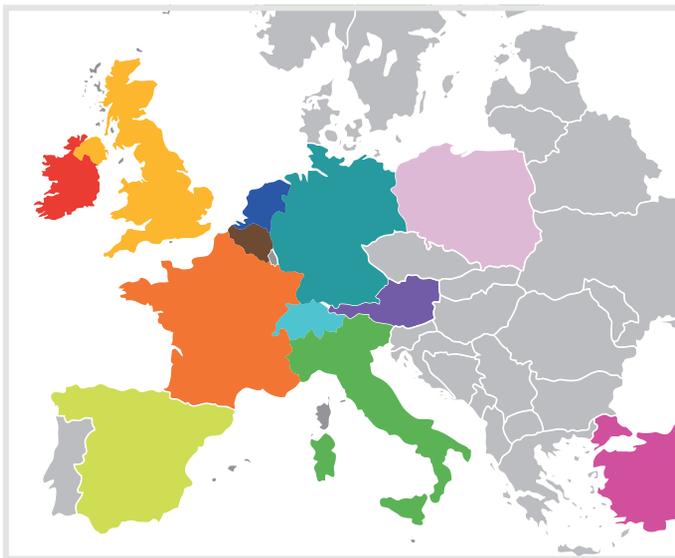




Distribution of inspections between EU and extra EU operators



Inspection activity of some European States



The graph shows the number of inspections carried out by those countries that provide the largest contributions to the SAFA Programme

Inspection programme for national operators

In its role of Authority monitoring Italian civil aviation, ENAC is constantly committed to the inspection activity of aircraft operated by national airlines. With the coming into effect of Reg. (EU) no. 965/2012 that requests Authorities to perform a certain number of unannounced inspections, it has been deemed adequate to integrate the company inspection plans with a program of ramp inspections triggered by the already existing SAFA Programme presently managed by EASA.

The programme, renamed SANA (Safety Assessment of National Aircraft), furthermore aims to improve the timing and management effectiveness of the inspection activities already carried out by the surveillance teams in the ENAC Operations Departments, providing additional feedback

regarding the safety standards of the national fleet involved in commercial air transport. The Authority has to maintain an adequate monitoring of the same fleet although it had to eliminate the visits for the renewal of airworthiness certifications following the coming into effect of Subpart I, Part M of Reg. (EC) no. 2042/03 – Annex I.

The programme consists in planning, performing and analysing ramp inspections, with the aim of verifying safety conditions of the aircraft during transit/departure/arrival, according to a check list.

The activity of planning inspections is centralised to keep track of the results of the inspections themselves, of the risk analysis linked to specific operators, and to promote the uniformity of the interventions.

The inspection activity is carried out in large part by airport inspectors already involved in SAFA activities.

SANA inspections 2012 – 2014

| | 2012 | 2013 | 2014 |
|---------------------|------|------|------|
| Inspections | 218 | 213 | 147 |
| Aircraft inspected | 187 | 170 | 129 |
| Operators inspected | 29 | 25 | 23 |





Certification of personnel

Flying personnel

The activity of conversion and replacement of licences, certifications and authorisations related to flying personnel has continued in 2014, in accordance to the new community regulation (Reg. (EU) no. 1178/2011 and subsequent amendments). The table below shows the number of licences divided by type, category of aircraft and related regulation. Within the transformed regulatory framework 11 exemptions have been issued. On the subject of training conducted by ENAC, new

impulse has been given to the standardisation of examiners, with the goal of developing an increased awareness regarding the key importance of the role performed by these professionals who, although being formally independent from national Authorities, are called upon to perform in the framework of the community system for licences. Overall ENAC offered 20 training days per year.

A new procedure for the examiner designation for exams carried out abroad has been coordinated with EASA and made effective starting by April 2014.

| Licence | REG | Issued as of 31/12/2014 | Valid as of 31/12/2014 | Valid as of 31/12/2013 |
|--------------|------|----------------------------|---------------------------|---------------------------|
| ATPL (A) | EASA | 1.002 | 3.497 | 2.495 |
| | JAR | 0 | 952 | 1.980 |
| | NAZ | 0 | 58 | 163 |
| ATPL (H) | EASA | 158 | 400 | 242 |
| | JAR | 0 | 86 | 213 |
| | NAZ | 0 | 2 | 7 |
| CPL (A) | EASA | 650 | 1.359 | 709 |
| | JAR | 0 | 533 | 1.035 |
| | NAZ | 0 | 82 | 232 |
| CPL (H) | EASA | 352 | 624 | 272 |
| | JAR | 0 | 206 | 376 |
| | NAZ | 0 | 69 | 187 |
| PPL (A) | EASA | 2.128 | 3.624 | 1.496 |
| | JAR | 67 | 2.351 | 3.517 |
| | NAZ | 0 | 391 | 1.283 |
| PPL (H) | EASA | 329 | 543 | 214 |
| | JAR | 6 | 275 | 451 |
| | NAZ | 0 | 84 | 246 |
| GL | NAZ | 123 | 2.735 | 2.612 |
| CCA | EASA | 540 | 990 | 450 |
| Total | | 5.355 | 18.861 | 18.180 |

Legend:

ATPL Airline transport pilot licence
CPL Commercial pilot licence

GL Glider pilot licence
PPL Private pilot licence

A Aircraft
CCA Cabin crew attestation

H Helicopter

The online procedure simplifies significantly the practice of obtaining authorisations to carry out exams and it's one of the most advanced in Europe. There were 277 exams that were held abroad through the use of this procedure. In this context, the signing and the implementation of a technical agreement between ENAC and the Italian Air Force should be noted, ratifying the recognition of credits for training and flying activities of military pilots with the aim of obtaining the equivalent civilian licences. 435 letters of authentication and verification of aeronautical licences were released towards foreign countries, in the context of agreements with other EU aeronautical Authorities, 240 the attestations (mod. 155) for transferring licence from the State of issue to a different one. The graphs below show the data in function of the State where the request originated. Furthermore, the following has been issued:

- 200 attestations of ATPL/CPL/IR theoretical exam passing
- 223 examiner authorisations/licences
- 322 instructor licences (TRI/FI/CRI/SFI)

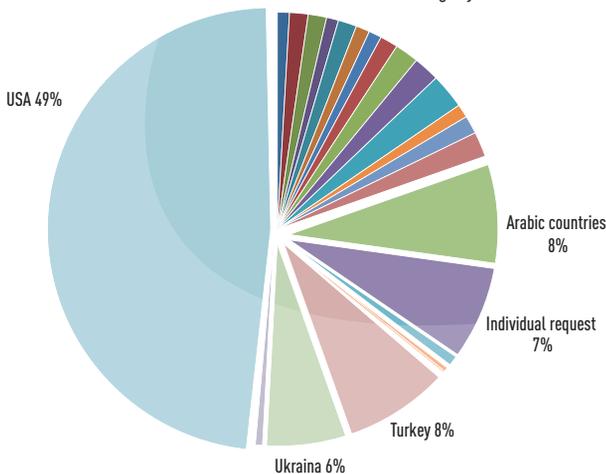
ENAC has conducted 18 theoretical examinations for CPL/ATPL licences and instrument qualifications for aircraft and helicopter with the average participation of 35 candidates for each day of the duration of session (5 days for ATPL exams, 3 days for CPL exams and IR qualification).

In the local branches of the Authority there have been 28 theoretical examination sessions for the issuance of aircraft, helicopter and glider non-professional licences, with an average presence of 35 students per day, and peaks of 110-120 candidates in the two autumn sessions that took place in Milan.

In the same way ENAC Departments have hosted 10 exam sessions for parachuting licences, and 2 for the qualification of parachuting instructor for a total of 36 candidates. Throughout the year 6 disciplinary procedures were launched and 6 sanctions were issued against holders of flying licences for the violation of rules related to flight safety.

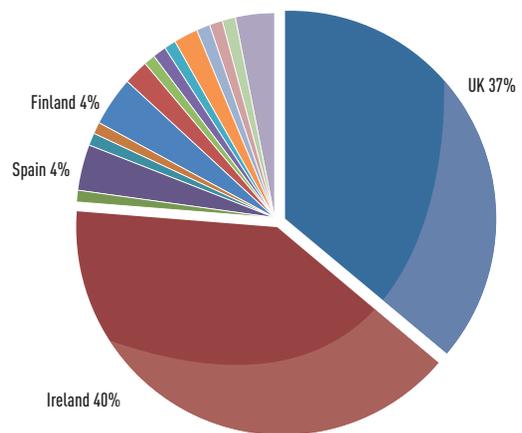
Licence verification activity outside EASA context

- | | |
|------------------------------------|----------------------|
| ● Australia | ● Azerbaijan |
| ● China | ● Congo |
| ● Costa Rica | ● Georgia |
| ● Japan | ● Jordan |
| ● Hong Kong | ● India |
| ● Korea | ● Lithuania |
| ● Macau | ● Nigeria |
| ● Qatar and other Arabic countries | ● Individual request |
| ● South Africa | ● Thailand |
| ● Tanzania | ● Turkey |
| ● Ukraine | ● Uruguay |



Doc 155 - Year 2014

- | | |
|--------------|------------|
| ● UK | ● Slovenia |
| ● Spain | ● Serbia |
| ● Finland | ● Iceland |
| ● Sweden | ● Romania |
| ● Luxembourg | ● Monaco |
| ● Germany | ● Austria |
| ● Ireland | ● Norway |
| ● Belgium | ● Malta |





Aircraft Maintenance licence (AML)

In 2014 ENAC has issued 76 new or modified licences, while there was a total of 755 renewed certifications. There were also 2 sanctioning proceedings that have led to the suspension of the validity of the AMC licence.

Flight Crew Registry

ENAC looks after the management of the Flight Crew Professional Registry according to what has been established by the Navigation Code and by ENAC's regulation on the subject.

In fact, art. 897 of the Navigation Code provides that the crew on board of national aircraft have to be formed by individuals who have been enrolled in the Flight Crew Professional Registry. Flight crew includes: personnel responsible for controlling, piloting and guiding the aircraft, personnel in charge of controlling onboard systems and apparatus, personnel in charge of complementary services (art. 732 of the Navigation Code).

ENAC carries out the registrations and, after having verified the possession and retention of the necessary requisites, issues the relative certificate of enrollment, which includes professional titles updated to the attainment of certifications, allocation of functions, etc. The loss of requisites produces the cancellation from the Professional Registry.

With the aim of remaining enrolled, those individuals interested must pay a yearly fee.

On the 3rd of November 2014 ENAC's first interactive project for online payments became operative, allowing users to pay the fee for initial enrollment as well as renewal.

The Flight Crew Professional Registry is used to enroll Italian and foreign pilots, technicians and flight attendants.

The office of enrollment manages about 14.000 units of flight personnel.

Flight Crew Professional Registry activities

| | 2013 | 2014 |
|-----------------------------------------------------------------------------------------------------------|-------------|-------------|
| Enrolled pilots | 91 | 97 |
| Enrolled flight technicians | 0 | 4 |
| Certificates of enrollment (pilots and technicians) | 42 | 65 |
| Certificates of enrollment (flight attendants) | 220 | 250 |
| Nomination as aircraft/helicopter Commander | 37 | 31 |
| Suspension of enrollment from Flight Crew Professional Registry for interruption of professional activity | 83 | 262 |
| Revocation of suspension from Flight Crew Professional Registry for resumption of professional activity | 4 | 51 |
| Cancellation from Flight Crew Professional Registry | 101 | 2.100 |

Air Traffic Controller Licences, FIS operators and Examiner

The certification activity performed by ENAC also involves Air Traffic Controller (ATC) licences and the flight information service (FIS) operators, as well as the authorisation for Examiner Specialisation (EXM). Adequate training is provided to controllers and operators, through the organisation of certified training activities sponsored by ENAC.

In 2014 ENAC has:

- Reviewed 173 Air Traffic Controller Licences
- Updated 173 Air Traffic Controller Licences
- Issued 49 CTA Student licences (S-CTA first emission)
- Issued 18 FIS operator licences
- Reviewed 2 FIS operator licences
- Updated 18 FIS operator licences
- Issued 13 EXM authorisations

Aviation medicine

In the context of its competences on the matter of aviation medicine, in 2014 ENAC has acted to refine and implement the procedures related to the requirements issued by EASA and related AMC (Acceptable Means of Compliance), under Reg. (EU) no. 1178/2011 as amended by Reg. (EU) no. 290/2012, applicable to the medical fitness of pilots and cabin crew; in addition to those deriving from the rules applicable to air traffic controllers and parachutists, while at the same time confirming the Aeromedical Section within its own organisational structure. Through the emission in 2014 of the circular MED01A, aimed at clarifying the criteria for the implementation of applicable regulations, ENAC has also defined procedures and guidelines directed to users and to aeromedical centers (AeMC) and to aeromedical examiners (AME), aimed at providing a simpler application of the rules. Attached to the circular MED01A, the guidelines "Use of alcohol and psychoactive substances" have also been introduced, elaborated by a specific working group with the aim of defining the protocols to be followed in the event that the decision regarding medical fitness is deferred to ENAC, leading to the application of new specific requirements that came into effect with the above mentioned EU regulations for flight personnel and with the Eurocontrol requirements for air traffic controllers. In 2014 ENAC has also performed the certification, according to the European rules, of 3

aeromedical centers of the Italian Air Force, and has started the certification process for 10 Aeronautical Medical Assistance Services of the Ministry of Health, where Class 1, Class 2, CC Class (Cabin Crew), Class 3 (ATCO) and parachutist medical certifications are carried out.

Throughout the whole of 2014 a total of 116 aeromedical examiner certifications for Classes 2 and CC have been issued, with particular competence regarding the medical fitness certification of pilots holding non-commercial flight licences and parachutists, in addition to 8 certifications issued to medical examiners competent for the certification of medical fitness of Air Traffic Controllers.

Through the emission of medical decision in those cases foreseen by the rules, ENAC has guaranteed the procedure for primary and secondary review concerning medical fitness of flight crew and Air Traffic Controllers, through its participation in the two Medical Appeal Committees operating under the Ministry of Health and the Ministry of Defence. In close collaboration with the Italian Association of Aviation and Space Medicine (AIMAS), member of the European Society of Aerospace Medicine (ESAM), ENAC has performed information activities aimed at the national and international aviation medicine community, in addition to training activities for medical examiners, through the scientific journal IJASM (Italian Journal of Aviation and Space Medicine), which includes a section dedicated to the Authority titled "ENAC Column".



Inspection visits by international organisations

Standardisation visits and EASA accreditation

ENAC guarantees the performance of activities aimed at ICAO and EASA standardisation visits, and the retention of EASA accreditations in the competent sectors.

The outcomes of the visits received in 2014 have confirmed the validity of ENAC's organisational model and moreover the capacity of the Italian system to manage normative change in a general context of ever decreasing human and financial resources.

ENAC was also part of 2 EASA standardisation teams for the verification of the application of community regulations in the AIR and FCL domains, in the United Kingdom and Spain respectively.

Inspection visits in the context of EU bilateral agreements

In the context of the dispositions contained in the bilateral agreements stipulated by the European Commission

with the United States of America and Canada on the subject of maintenance, every signatory actor is called upon to define a Sampling Inspection System (SIS) through its technical bodies (EASA for the EU, FAA for the U.S., TCCA for Canada), to function as a check on the other Authorities, to be enacted in accordance to a programme of visits defined annually by each technical body. These visits are aimed at:

1 monitoring that the application of the terms of the agreement and the relative procedures are uniform, and that the approved maintenance companies satisfy a standard equivalent to that required by the authority that's carrying out the inspection;

2 assisting counterparts and the relative industries in the correct understanding of the special conditions and implementation procedures requested by the agreement. In this regard, in September 2014 ENAC participated, with its own representative, to an EASA inspection team in the United States of America to verify the correct application of the bilateral agreement and the relative procedures for the implementation of maintenance.

2014 EASA Inspection visits

| | | |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| March | EASA accreditation inspection visit for the activities provided for by the Service Contract, that in addition to the activities involving the certification of aircraft, components and part designed and produced in Italy, also includes those regarding the qualification of flight simulators, aeromedical centers, production and maintenance companies that have their main headquarters in third party States. | No significant reports |
| June | EASA MEST inspection visit <hr/> EASA standardisation visit in the FSTD domain by 3 inspectors who sampled a certified organisation and 8 FSTD qualifications | Outcome in line with what expected; three discrepancies were highlighted and solved throughout the year <hr/> No significant reports |
| December | EASA inspection in the domain of Flight Operations by a team of 4 inspectors who also visited 2 public transport operators | Outcome in line with what expected, as it highlighted shortcomings that were already known and related to the period of heavy shortage of flight inspectors and currently on their way to being improved |

3

Security

Sheet 3.1 Security regulation

84





Security regulation

European Union regulatory framework

Following the coming into force of Reg. (EC) no. 300/2008, ENAC was designated as the Authority competent on security matters, responsible for the coordination and monitoring of the implementation of common basic standards in the field of civil aviation security. ENAC is responsible for drawing up, applying and maintaining the Italian National civil aviation security programme and the National quality control programme in cooperation with the Interministerial Committee for the Security of Air Transport and Airports CISA, chaired by ENAC President. According to Reg. (EC) no. 300/2008, every airport operator draws up, applies and maintains an airport security programme. Reg. (EU) no. 185/2010, implementing Reg. (EC) no. 300/2008, lays down detailed measures for the implementation of the common basic standards for safeguarding civil aviation against acts of unlawful interference that jeopardise the security of civil aviation and general measures supplementing the common basic standards. These measures concern the security of airports, aircraft, passengers and cabin baggage, hold baggage, cargo and mail, air carrier mail and air carrier materials, in-flight supplies, airport supplies, in-flight security, staff recruitment and training and finally, security equipment.

National civil aviation security programme (NASP)

The NASP, in the context of international cooperation, defines the responsibilities related to the implementation of the common rules for preventing acts of unlawful interference and specifies the related tasks of airport operators and other entities. The coordination of the activities at the local level is carried out by ENAC Airport Departments and, with advisory tasks, by the Committees for Airport Security (CAS). NASP provisions apply to Italian airports open to commercial traffic, airport operators, airlines, and other entities. Alternative security measures, as foreseen by Reg. (EU) no. 1254/2009, are applied to those Italian airports that are not open to commercial traffic.

Airport security programme

The airport operator draws up, applies and maintains an airport security programme (ASP), that describes the methods and procedures which are to be followed by the airport operator in order to comply with Reg. (EC) no. 300/2008, Reg. (EU) no. 185/2010 and NASP. The programme includes internal quality control provisions describing how compliance with these methods and procedures is to be monitored by the airport. The ASP is submitted to the competent ENAC Directorate which may take further action if appropriate.

In 2014, in collaboration with airport operators, ENAC has launched an informative campaign directed at passengers, in order to spread awareness concerning articles that are not allowed in hand luggage in order to reduce waiting times during security checks.

Air carrier security programme

Every air carrier draws up, applies and maintains an air carrier security programme that describes methods and procedures which are to be followed by the air carrier in order to comply with Reg. (EC) no. 300/2008, Reg. (EU) no. 185/2010 and NASP of the Member State from which it provides services. The programme includes internal quality control provisions describing how compliance with these methods and procedures is to be monitored by the air carrier. The programme of an air carrier that has been granted its operating licence in Italy is subject to ENAC's approval. ENAC recognises community air carriers security programmes validated by the appropriate authority of the Member State granting the operating licence in accordance with Reg. (EC) no. 1008/2008 ENAC also recognises the security programme of extra EU airlines where the competent authority of the State granting the operating licence confirms the compliance of the air carrier security programme with the provisions of ICAO Annex 17. This is without prejudice to ENAC's right to request additional security measures to EU or extra EU air carriers.

In 2014 ENAC has:

- analysed and approved 11 security programmes drafted by national airlines;
- accepted 2 security managers for Airport Security Programmes;
- requested and checked 62 National Security Programmes drafted by airlines operating as civil aviation, charter, cargo and general aviation;
- conducted a campaign for monitoring the compliance with NASP of security programmes by 35 extra EU airlines;
- accepted 4 security managers for airline security programmes.

Protection of cargo and mail transported into the European Union by non-Community countries

As appropriate authority in the field of civil aviation security, ENAC is responsible for the designation of airlines that transport air cargo or mail from a country outside the EU into the EU. Whichever airline intends to transport cargo or mail from an extra EU airport (excluded those States whose security measures are considered by the EU as equivalent to those applied by EU Member States) for transfer, transit or unloading at any EU airport, needs to be designated as an "Air Cargo or Mail Carrier operating into the Union from a Third Country Airport" (ACC3) by the competent Authority of the Member State that issued the air carrier's Air Operator's Certificate. The air carriers that do not hold an Air Operator's Certificate issued by a Member State, request ACC3 designation from the competent authorities of the Member States as foreseen in Reg. (EC) no. 748/2009 as amended. Starting from the 1st of July 2014 the designation of an air carrier as ACC3 is based on a validation report drafted by an EU aviation security validator who transmits the report to the competent Authority for its approval. The designation is valid for a maximum period of 5 years, starting from the date the competent Authority enters the ACC3 data into the EU database for regulated agents and known consignors. In 2014 ENAC issued 65 ACC3 designations relating to Third Country airports for 7 Italian and 4 extra EU air carriers.

Entity security programme

Every entity required under the NASP to apply aviation security standards, draws up, applies and maintains a security programme, describing the methods and procedures which are to be followed by the entity in

order to comply with the NASP. The programme includes internal quality control provisions describing how compliance with these methods and procedures is to be monitored by the entity. Upon request, the security programme of the entity applying aviation security standards can be submitted to the competent ENAC Airport Departments, which may take further action if appropriate.

National quality monitoring programme

According to Reg. (EU) no. 18/2010, in order to verify the correct application of the NASP by all subjects involved, every Member State appoints specifically trained and certified inspectors for all airports where Reg. (EU) no. 300/2008 applies. In Italy these inspections are carried out by a central unit (NCI) of inspectors, composed by 23 ENAC inspectors and 18 inspectors from the Ministry of Interior.

In 2014 the NCI carried out 37 inspections/audits in 28 airports, for a total of 732 days/man and 565 tests. At the local level, the inspection and monitoring activity is carried out by 46 airport security inspectors adequately trained and certified, who in 2014 performed inspections on 33 airports, entering 1516 reports into the specific database. Furthermore, in December 2014, five NCI inspectors were designated "National Auditor" by the European Commission according to Reg. (EU) no. 72/2010, and as such they will participate in the inspection activities of the European Commission in the airports of EU Member States. Another relevant sector is the one that concerns the certification of Regulated Agents, that requires a punctual verification of all the premises where a single company operates by competent territorial structures. With this regard, the total number of verifications carried out is greater than the number of certifications issued. The Regulated Agent status becomes official and operative following a certification process aimed at entering the Regulated Agent's data into the specific European database, a tool that allows all Regulated Agents to be recognised by all Member States of the European Union. ENAC is responsible for Regulated Agent certifications and their revocation in those cases where the requirements established by EU provisions are not fulfilled. The certifications are valid for a five year period: after their expiration ENAC monitors compliance with the EU requirements, for certification renewal.

Certification of Regulated Agents

| | 2013 | 2014 |
|---------|------|------|
| Issued | 32 | 50 |
| Revoked | 30 | 10 |
| Renewed | 160 | 70 |

The inspections carried out by ENAC follow standard programmes and methods that foresee the filling of check-lists which are annually reviewed in order to guarantee their compliance with the European standards on quality control.

Security training and instructors

Security training represents a key element for ensuring a correct application of security measures. A list of certified security instructors, differentiated between instructors belonging to State bodies (ENAC, Border Police, National Fire Corps, ENAV) and instructors that do not belong to State entities, has been updated following the approval of the training programmes submitted by each instructor and it's available on ENAC website. In 2014 ENAC approved 48 training programmes.

Security equipment

In order to facilitate consultation activities of airport operators and to improve the service offered to the users in terms of transparency, ENAC published the lists of security equipment on its website. These lists regard the equipment to be used for security screening taking place at the airport, in compliance with the requirements foreseen in chapter 12 of Reg. (EU) no. 185/2010, and are related to:

- X-ray equipment
- EDS and ETD equipment
- LEDS equipment.

Relations with international organisations

ENAC, as the competent Authority in the field, has been subject to inspection and auditing activities by European teams at Bologna and Bergamo airports in 2014. The inspections of the European Commission have highlighted limited findings, which have been properly addressed through corrective actions. In November 2014 ENAC hosted the meeting of the ICAO AVSEC Panel Training Working Group, that operates with the objective of

developing and improving ICAO training programmes, with particular attention to the certification of security screeners and instructors.

New security legislation

On the 31st of January 2014, new rules on LAGs (liquids, aerosol, gel and other items with similar consistency) transport in hand baggage came into force in the European Union, including airports in Norway, Iceland and Switzerland, in accordance with Reg. (EU) no. 246/2013. It is the first phase of an action plan aimed at removing restrictions on the transport of liquids thanks to the use of technology, in particular those systems capable of detecting liquid threats. This equipment is currently used to check volumes of liquids greater than 100 ml to be used during the journey for medical purposes or for a special diet regime, including baby food and liquids purchased by transiting passengers. In the months preceding the coming into effect of the new norm, ENAC performed a monitoring activity aimed at the implementation of EU provisions related to the procurement and the use of equipment for screening liquids by Italian airports. These new rules, therefore, have also been applied in Italian airports, that have installed the equipment necessary for screening liquids. ENAC has made available on its website information aimed at passengers concerning what they can carry as hand baggage on board of the aircraft, in addition to a FAQ section.



4

Airport planning

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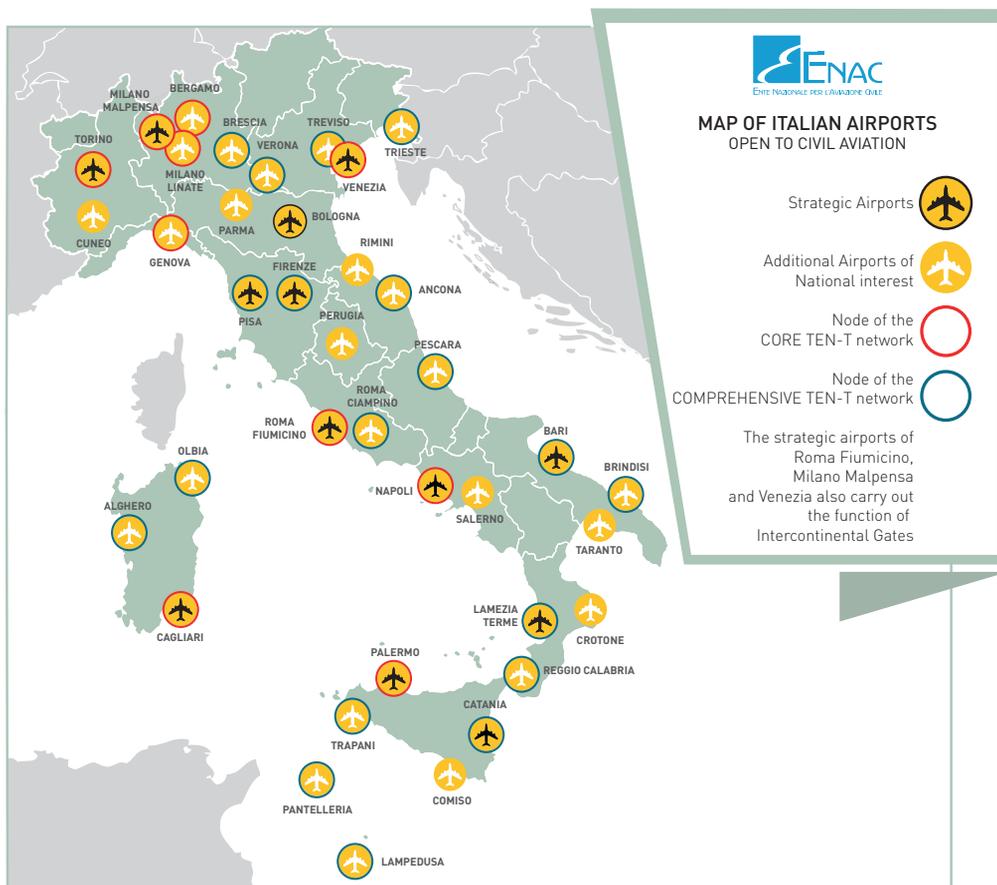


The planning and programming of infrastructural interventions

National Airport Plan

Throughout the course of 2014 ENAC has provided specialised technical support to the Ministry of Infrastructure and Transport that, with the aim of complying with art. 698 of the Navigation Code, defined the National Airport Plan. This support is derived from the conspicuous and significant study activity carried out by ENAC in recent years and linked to the evaluation of characteristics and potentials of the national airport system, of which it analysed numerous aspects including airport capacity levels and the extent of connectivity between airport and territory. An agreement has been reached in the context of the State-Regions Conference with regards to the contents and integrations that

need to be included in the National Plan and on the Presidential Decree scheme that identifies airports of national interests in accordance with art. 698 of the Navigation Code. ENAC has looked after the drafting of a Preliminary Environmental Report, necessary for the launch of the SEA (Strategic Environmental Assessment) procedure regarding the National Airport Plan by the Ministry of the Environment and Protection of Land and Sea. ENAC has also been delegated by the Ministry of Infrastructure and Transport to activate the above mentioned procedure that upon completion will allow the National Airport Plan to constitute a framework of reference for the development of aeronautical transport that is consolidated also from a perspective of environmental sustainability.



Master Plans (Airport development plans)

The correct programming of airport infrastructural interventions, in relation to forecasted traffic growth in its different components regarding the time lapse taken into consideration, constitutes a reference principle for the constant retention of levels of capacity, safety and service quality. The Master Plans, whose presentation and drafting falls within the conventional duties of the airport managing body, identify the main characteristics regarding the upgrading of terminals both on the short and medium run, are characterised by the analysis of present conditions, future prospects regarding cargo and passenger transport, infrastructures and accessibility conditions, and finally of the constraints imposed on the territory. The path leading to the approval of the Master

Plans, regulated by l. no. 351/95, provides that following technical approval by ENAC, the plans themselves be subjected to E.I.A. (Environmental Impact Assessment) procedures by the Ministry of the Environment and Protection of Land and Sea, in addition to verifications of city planning conformity provided by the Ministry of Infrastructure and Transport. To the present day, virtually all Italian airports are endowed with a Master Plan that has received technical approval by ENAC, that is undergoing the different environmental and city planning procedures. In particular, concerning aspects of environmental sustainability, ENAC wants to fulfil the objective of completing over a brief time the activation of procedures for environmental compatibility across all Italian airports. In 2014 there were 3 new procedures relative to the airports of Venezia, Lamezia Terme and Pisa.

Environmental Impact Assessment (E.I.A.)

| Airport | Operator | Project |
|------------------------------------------------------|----------------------------|---------------------------------------------------------------------------|
| APPROVED E.I.A. PROVISIONS | | |
| Bari | Aeroporti di Puglia S.p.A. | Master Plan up until 2022 |
| Bologna | SAB S.p.A. | Master Plan up until 2023 |
| Brindisi | Aeroporti di Puglia S.p.A. | Project for infrastructural and operational adjustment and improvement |
| Roma Fiumicino | Aeroporti di Roma S.p.A. | Project for the completion of Fiumicino Sud |
| Cagliari | SOGAER S.p.A. | Master plan up until 2024 |
| ONGOING E.I.A. PROCEDURES | | |
| Foggia | Aeroporti di Puglia S.p.A. | Infrastructural and operational upgrade. Extension of runway RWY 15/33 |
| Lamezia Terme | SACAL S.p.A. | Master Plan up to 2027 |
| Treviso | AERTRE S.p.A. | Master Plan up to 2030 |
| Venezia | SAVE S.p.A. | Master Plan up to 2021 and 2030 |
| ONGOING VERIFICATIONS OF E.I.A. APPLICABILITY | | |
| Pisa | SAT S.p.A. | Master Plan up to 2028 |

On the basis of the activity conducted throughout the 2014, the airports endowed with a Master Plan constitute 84% of national volume of traffic as a whole. The Master Plan, that after the completion of approval

procedures becomes the airport's regulatory plan, is a fundamental reference tool for the signing of the Planning Agreement.

Programming interventions

With regards to the programming of infrastructural interventions, the quadrennial plan of interventions, that together with the environmental protection plan and the quality plan represents the basis for the definition of the Planning Agreements as regulated in the tariff models emanated in September 2014 by the Authority for the Regulation of Transport, is a fundamental element. With regards to such tariff models and on the basis of the activity

of sharing the implementation methods with airport operators, in the second semester of 2014 ENAC has approved four plans concerning interventions, environment and quality for the airports of Bologna, Firenze, Olbia and Pisa respectively. Furthermore, with the goal of optimising the activity of monitoring and verification of interventions carried out by airport operators, with particular reference to the provisions included in the Program Contracts, the M.I.A. (System of Monitoring Airport Interventions)

| Airport | Operator | Total of Investments (million Euro) |
|-----------------------------------------------------|----------------------------------|-------------------------------------|
| APPROVED QUADRENNIAL PLANS | | |
| Bologna | SAB S.p.A | 96,2 |
| Firenze | AdF. S.p.A. | 104,3 |
| Olbia | GEASAR S.p.A. | 95,3 |
| Pisa | SAT S.p.A. | 62,3 |
| PRELIMINARY QUADRENNIAL PLANS | | |
| Alghero | SOGAAL S.p.A. | 13,3 |
| Ancona | AERDORICA S.p.A. | 11,2 |
| Bari, Brindisi, Foggia, Taranto | AdP S.p.A. | 114,2 |
| Cuneo | GEAC S.p.A. | 1,8 |
| Lamezia Terme | SACAL S.p.A. | 72,3 |
| Napoli | GESAC S.p.A. | 54,2 |
| Parma | SOGEAP S.p.A. | 4,7 |
| Pescara | SAGA S.p.A. | 12,8 |
| Trapani | AIRGEST S.p.A. | 32,8 |
| Trieste | Aeroporto Friuli V.G. S.p.A. | 17,9 |
| QUADRENNIAL PLANS STILL NOT PRESENTED | | |
| Bergamo | SACBO S.p.A. | |
| Genova | Aeroporto di Genova S.p.A. | |
| Perugia | SASE S.p.A. | |
| Torino | SAGAT S.p.A. | |
| PROGRAM CONTRACTS IN EFFECT AFTER DEROGATION | | |
| Milano Linate Milano Malpensa | SEA S.p.A. | |
| Roma Fiumicino Roma Ciampino | AdR S.p.A. | |
| Venezia | SAVE S.p.A. | |
| PROGRAM CONTRACTS IN EFFECT | | |
| Cagliari | SOGAER S.p.A. | |
| Catania | SAC S.p.A. | |
| Palermo | GESAP S.p.A. | |
| EXTENDED QUADRENNIAL PLANS | | |
| Brescia | Aeroporto Valerio Catullo S.p.A. | |
| Treviso | AERTRE S.p.A. | |
| Verona | Aeroporto Valerio Catullo S.p.A. | |

database has been implemented in the course of 2014, involving all airport operators through the organisation of numerous workshops on this subject.

Design approval

In 2014 ENAC has concluded more than 120 preliminary procedures for a total sum of 700 million euro related to projects to be realised.

Amongst the most significant:

Roma Fiumicino Airport

Terminal Dock C/Foreboding building System

The reviewing of the extension project for T3 Terminal and its relative C Dock is the first significant intervention of the overall reorganization of the Terminal system at the Roma Fiumicino airport, expected to become operative before 2016. The foreboding building extends itself over three floors of roughly 10.000 squared metres each, while Dock C, in addition to the technical level, includes two floors: the main one of 20.000 squared metres, and the other larger than 10.000 squared metres. Dock C will feature 14 new locations for the parking of aircraft, with direct access for passengers, 2 of which dedicated to large aircrafts (Airbus A380). These extensions will allow the improvement of the quality of comfort and services provided to passengers, bringing Roma Fiumicino on the same level with the main international airports, along with at forecasted volume of traffic of 56 million passengers in 2025. The overall cost of the project is estimated at roughly 300 million Euro.

Requalification of 16L/34R runway

The project taken into consideration proposes a series of interventions aimed at upgrading the infrastructural and service system of runway 16L/34R, that currently hosts roughly 80% of aircrafts landing. These interventions will allow the improvement of physical and geometrical characteristics of the pavement surface, raising the comfort levels for transiting aircrafts in accordance with international normative standards, as well as the implementation of new characteristics concerning exit junctions for runways used by large aircraft (Airbus A380) and aeronautical ground light system through the implementation of LED technology, and finally the adjustment of green areas that fall within security areas and the resolution of rainwater disposal. The cost for the entire project is estimated at roughly 86 million Euro.

Venezia Airport

Upgrade of aeronautical infrastructures

The project aims at rationalizing and increasing the

capacity of the system of aeronautical infrastructures, through making movement routes more efficient and constructing a new high speed railway link to service the main runway, so as to reach a capacity of 42 movements per hour. The cost for the entire project is estimated at roughly 76 million Euro.

Passenger terminal extension

The project regarding the enlargement of the Venezia Airport is fitted within a time framework that extends itself until 2020, year in which it is forecasted that the airport will reach a volume of traffic of 12 million passengers. In particular, a 34% growth of traffic related to international passengers is forecasted, with the possibility of also hosting large aircrafts (Airbus A380). These upgrades will bring about an increase of the surfaces available to passengers, that currently amount to 65.300 squared metres and are estimated to reach 159.400 squared metres after completion of the project, along with an improvement of comfort levels and quality of services supplied to passengers that will enable this terminal to be on equal footing with some of the main international airports. The cost for this entire project is estimated at roughly 300 million Euro.

Milano Malpensa Airport

Functional adjustment of Terminal 1

The approved projects fit themselves in the context of an intervention for the functional adjustment of Terminal 1, spurred by the need to adapt spaces to new market needs and to national and international air traffic. These interventions will allow for the optimisation, both functional and distributional, of the layout of Terminal 1 in its entirety, in line with the development of airport activity, and in particular of the international "Extra-Schengen" air traffic, in addition to producing an improved and more flexible management of spaces through the centralisation of functions related to departures. The cost for this entire project is estimated at roughly 26 million Euro.

Technical-administrative tests and suitability certifications

In 2014 ENAC professionals have continued to be involved in important technical-administrative tests, either ongoing or completed, that have consisted in airport inspections, technical and accountancy verifications, and all necessary tests to ensure the conformity to requisites of the numerous projects approved by the Authority. Last year there have been roughly 70 technical-administrative and airport suitability tests, among which the upgrading of runways, terminals, systems for nocturnal flights and airport signage.

Airport regulation

Through the certification and oversight activities, with regard to flight infrastructures, facilities and subjects involved in the air transport system, ENAC pursues the following objectives:

- improve safety levels of aerodrome operations and air navigation;
- ensure that air transport operators, both national and international, have the related safety requirements established by national, community and international rules;
- guarantee that all personnel working in the air transport domain have the required qualifications established by the current regulation;
- facilitate interaction between the different air navigation systems and the use and the exchange of information.

Regulation (EU) no. 139/2014

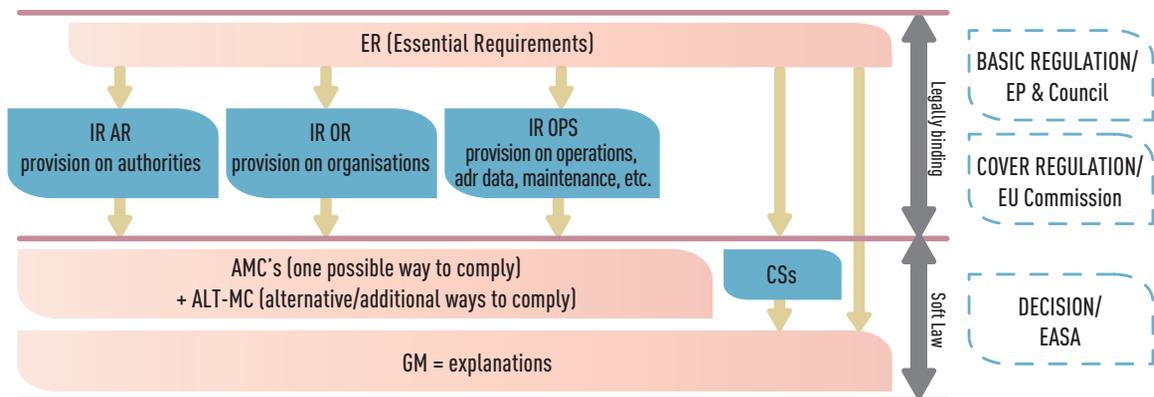
After the publication of Regulation (EU) no. 139 on 12th of February 2014 (Official Journal of the European Union L 44; 14th of February 2014), entered into force on 6th of March 2014, the domain of European airports, and therefore of national airports too, are involved in very important innovative aspects of broad and complex range.

This regulation shall apply to the:

- Competent Authority or competent Authorities involved in the certification and oversight of aerodromes;
- Aerodrome operators
- Apron Management Service Providers (AMS).

New European Rules in the airport domain

Aerodrome rules structure



In other words, the new regulatory framework involves a lot of subjects, technical and operational management of airports.

The Competent Authorities involved in the certification and oversight of aerodromes, aerodrome operators and apron management service providers shall comply with the requirements to this Regulation before 31st of December 2017 (Transition to EU Rules).

The European Commission, with the Reg. (EU) no. 139/2014, has defined the Implementing Rules (IRs) of the Reg. (EC) no. 216/2008, commonly named Basic Regulation (containing the Essential Requirements - ERs).

Applicability

With reference to the airport domain, the new regulatory framework, according to art. 4 of the Basic Regulation, shall apply to:

“Aerodromes, including equipment, located in the territory subject to the provisions of the Treaty, open to public use and which serve commercial air transport and where operations using instrument approach or departure procedures are provided, and:

- a) have a paved runway of 800 metres or above; or
 - b) exclusively serve helicopters;
- shall comply with this Regulation.

Personnel and organisations involved in the operation of these aerodromes shall comply with this Regulation”.

ENAC Roadmap

With the entry into force of the EASA Regulation regarding the domain of the airports, ENAC has developed an ad hoc Roadmap in which a series of coordinated and interdisciplinary actions have been identified, activities that need to be carried out - by the 31st December 2017 -, in order to assure compliance of the whole system with European regulations by the Italian Civil Aviation Authority itself (ENAC), the Italian airports, the Aerodrome operators, according to the responsibilities established by the European regulation framework.

The Roadmap identifies four thematic macro-areas (Regulation - Management, Certification and Conversion of the aerodrome certificates, Communication, Training), identifying for each areas detailed activities.

In May 2014, in accordance with art. 4 of Reg. (EU) no. 139/2014 "Information to the European Aviation Safety Agency", ENAC provided the list of Italian aerodromes to which the provisions of the Reg. (EC) no. 216/2008 and the related Implementing Rules apply.

The conversion of the airport certificates

The Essential Requirements of the Basic Regulation establish that the compliance of an aerodrome,

aerodrome equipments and operations with the essential requirements, shall be established by the issuance of a certificate.

The European airport certificate is characterized by new aspects, by an innovative terminology like as the Certification Basis (CB) that consists of:

- a) the applicable Certification Specifications related to the type of aerodromes (CS);
- b) the provisions for which an Equivalent Level of Safety has been accepted (ELoS); and
- c) the Special Conditions (SC).

The European regulation also provides for the conversion of the airport certificate, issued by the Member State in accordance with national rules (in Italy, pursuant to the Rules for the Construction and Operation of Airports - RCEA) before the entry into force of Community legislation, in a new certificate or two new European certificates.

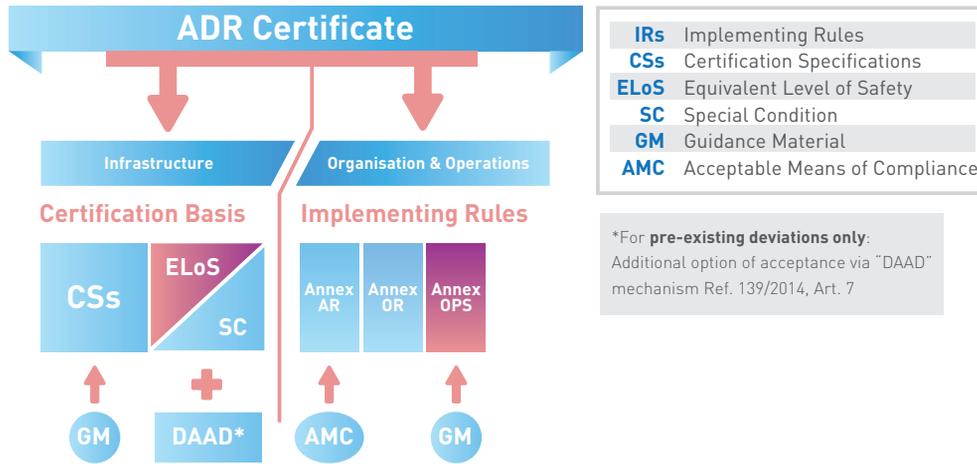
Accordingly the compliance with the regulatory requirements of the Basic Reg. no. 216/2008 (Essential Requirements - ERs) and Reg. (EU) no. 139/2014 (Implementing Rules -Irs) is an essential condition for the conversion of the certificate airport (by the 31st of December 2017) and for ENAC's oversight.

Italian airports under EASA scope

| | ICAO Code | Airport |
|----|-----------|-----------------|
| 1 | LIEA | Alghero |
| 2 | LIPY | Ancona |
| 3 | LIBD | Bari |
| 4 | LIME | Bergamo |
| 5 | LIPE | Bologna |
| 6 | LIPB | Bolzano |
| 7 | LIPO | Brescia |
| 8 | LIBR | Brindisi |
| 9 | LIEE | Cagliari |
| 10 | LICC | Catania |
| 11 | LICB | Comiso |
| 12 | LIBC | Crotone |
| 13 | LIMZ | Cuneo |
| 14 | LIRQ | Firenze |
| 15 | LIMJ | Genova |
| 16 | LICA | Lamezia Terme |
| 17 | LICD | Lampedusa |
| 18 | LIML | Milano Linate |
| 19 | LIMC | Milano Malpensa |
| 20 | LIRN | Napoli |
| 21 | LIEO | Olbia |
| 22 | LICJ | Palermo |

| | ICAO Code | Airport |
|----|-----------|-----------------|
| 23 | LICG | Pantelleria |
| 24 | LIMP | Parma |
| 25 | LIRZ | Perugia |
| 26 | LIBP | Pescara |
| 27 | LIRP | Pisa |
| 28 | LICR | Reggio Calabria |
| 29 | LIPR | Rimini |
| 30 | LIRA | Roma Ciampino |
| 31 | LIRF | Roma Fiumicino |
| 32 | LIBG | Taranto |
| 33 | LIMF | Torino |
| 34 | LICT | Trapani |
| 35 | LIPH | Treviso |
| 36 | LIPQ | Trieste |
| 37 | LIPZ | Venezia |
| 38 | LIPX | Verona |
| 39 | LIMG | Albenga |
| 40 | LIMW | Aosta |
| 41 | LIBF | Foggia |
| 42 | LIRS | Grosseto |
| 43 | LIRI | Salerno |

European airport certificate



Arrangement

A strongly innovative aspect of European regulations is that the aerodrome operator, being responsible for the operation of the aerodrome, shall have arrangements and interfaces with organisations or entities in place to ensure the provision of services like as Rescue and Fire Fighting Service (RFFS), Air Navigation Service (ANSP), and so on, in case that these services are not directly performed by aerodrome operator itself. These regulatory provisions are confirmed through appropriate implementation tools, in the related IRs, provided by Reg. (EU) no. 139/2014.

Safety Management System (SMS)

In the international community there is widespread awareness concerning the idea that it's possible to achieve and maintain an acceptable level of safety through a new managerial method about safety management (SMS). This has led to the integration of the current approach to safety management, compliance-based, with an approach based on performance-based. ENAC's Regulations for the Construction and Operation of Airports, in compliance with the ICAO provisions, has introduced - since 2006 - the obligation of the implementation of a SMS for certified airports with traffic not less than 5.000 commercial aircraft movements per year. The SMS can be defined as an explicit and systematic risk management process, achieved through the identification,

assessment, elimination or control of the safety-related hazards to reach and maintain acceptable and controllable levels of safety. The process of safety managing, however, in order to be effective needs to be integrated into the overall functions of an organisation, in its "core business", thus to develop the capacity to anticipate and address critical issues before these lead to an accident (proactivity). Consequently the SMS has to be an integral part of organisational management. All subjects involved in safety activities are therefore called upon to assure compliance with the safety requirements of the organisation and to apply the relevant safety procedures.

The 4 components of the SMS



Inspections in minor airports

ENAC conducts yearly inspections across minor airports, on the basis of which it programs, finances and manages potential works that may be necessary to adapt to the rules. The interventions, financing and relative times for implementation are inserted in the triennial Work Plan, approved by ENAC's board of directors. An analogous inspection activity is also carried out with respect to more than 600 avio/heli/hydro surfaces, where interventions for adjustment to the rules are borne by operators.

Interaction between airport and territory

The sustainability of interaction between airport and territory from a safety perspective is ensured by ENAC through its numerous institutional activities that, in application of the provisions of the Navigation Code, guarantee both the safety of aeronautical navigation in the face of obstructions and threats as well as the protection of the territory from risks generated by the aviation activity, through the application of specific restrictions.

In 2014 the number of restriction maps published in accordance to the procedure provided for by the Navigation Code art. 707 commas 1, 2, 3, 4 for the interested airport Municipalities. The 22 airports for which restriction maps have been published cover roughly 85% of the total passenger traffic in 2014. Throughout 2014 ENAC has also developed, in collaboration with the Airports Operators and the local Municipalities, an innovative procedure of mitigation with regards to the restrictions imposed by the maps already published for the airports of Milano Malpensa, Genova, Bergamo and Bolzano, that will allow for a better and more detailed tracking of the actual orography of the terrain. This innovative procedure that will be extended to the remaining Italian airports will also allow for a thickening of the information exchange between Municipalities, Airport Operators, ENAV (the company which provides the Air Traffic Control service) and ENAC and it will permit a more detailed monitoring of obstacles, essential for the safety of passengers on board of aircraft and citizens overflown on the ground. With regards to the second typology of restrictions, the protection of territory is carried out primarily through the

risk plans, provided for by the 5th comma of art. 707 of the Navigation Code, and that define measures to contain levels of exposition to accident risks through limitations on human presence in those areas where non-compatible activities have been identified or monitored. These plans, drafted by the local Municipalities, are subjected to preliminary examinations carried out by ENAC, whose opinion is preparatory for the reception and implementation of the plans themselves in the context of city planning tools.

To the present day, ENAC examined risk plans for the majority of commercial airports in Italy.

Throughout the whole of 2014 ENAC has approved risk plans for 80% of airports open to commercial traffic, amounting to 90% of airports overall, involving territory under the competence of some 70 Municipalities.

In relation to airport technologies, it's suitable to highlight the certification of airport products, among which feature new wholly autonomous LED light systems that run on energy produced by integrated solar panels.

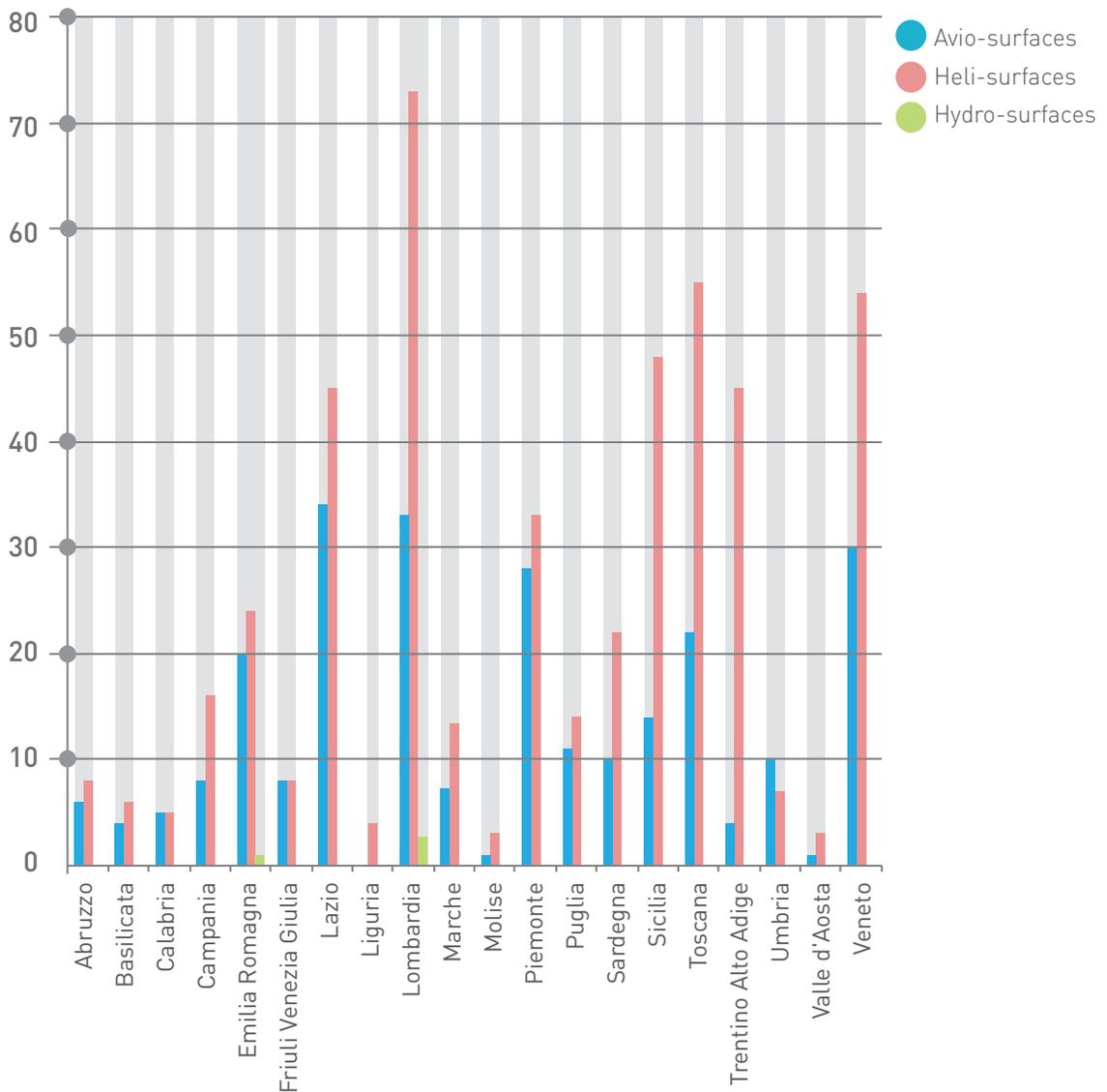
Avio/heli/hydro-surfaces and HEMS

The activities carried out by aero clubs, flying schools, and small private aircraft, in addition to specialised aeronautical work, recreation and sport flights, and air taxi activities constitute an important sector within the general aviation. Ever increasing avio/heli/hydro-surfaces, today bear particular social relevance with the increase on the territory of numerous HEMS helisurfaces (Helicopter Emergency Medical Service), structures that operate helicopter services regarding medical assistance on behalf of hospitals or isolated centres. The characterising feature of the HEMS mission is represented by health emergency situations, intended as situations whereby the speed and operational flexibility of the helicopter represent a determining factor in solving the emergencies themselves, guaranteeing high quality medical assistance and very short times of intervention, especially in isolated locations or by allowing the hospitalisation of the victim in the correct medical structure, even if the latter is distant from the location of the incident. At the beginning of the 80's, following the emanation of l. no. 930/1980, the process started involving the adjustment of airport and heliport infrastructures to the security needs of workers and users interested in activities related to flying. The regulation on the subject

since days confirmed and increased safety requirements, including fire brigade services. The juridical adjustment – in relation to specific requirements verified by the Authority on avio/heli/hydro-surfaces – then continued with the emanation of the Ministerial Decree Infrastructure and Transport 01/02/2006 (implementing l. 2nd of April 1968, no. 518 concerning the liberalization of the use of landing areas) along with circular ENAC APT36 dated 30/10/2013, that defined the different typologies of

avio/heli/hydro-surfaces, along with the methods for the implementation of the mentioned Decree and ENAC's activities aimed at the issuance of authorisations, the required methods for monitoring and renewal of certifications, and finally the procedures for suspending and revoking them whereas requisites were not fulfilled in accordance with the regulation. Shown below is a brief recap of these structures and their distribution on Italian territory.

Avio/heli/hydro-surfaces in Italy



EU funding programmes for airport infrastructures

ENAC promotes and supports national socio-economic development competitiveness also through the management and implementation of national and EU funding programmes allocated to projects on the Italian territory which aim at strengthening airport infrastructures, creating new intermodal connections while improving the existing ones, increasing the level of services provided to passengers in order to comply with international standards, both in terms of security and quality. In particular ENAC, designated as Intermediate Body under Reg. (EC) no. 1083/2006, manages the Line of Action I.2.1. of the "Networks and Mobility 2007-2013" National Operational Program, destined for investments in the Convergence Objective Regions (Puglia, Calabria, Campania, Sicilia), that are designated as Less Developed in terms of per capita gross domestic product and infrastructure development. The Line of Action I.2.1 "Strengthening of the airport system" finances projects for air-side and land-side infrastructures in order to improve national and international freight traffic capacity of airports.

ENAC as Intermediate Body of the National Operational Program Is responsible for the selection of the projects and management, reporting and monitoring of the operations selected for funding.

Specifically, 2 projects in the Palermo airport have been selected for funding for a total amount of about 21 million Euro.

In recent years, due to economic constraint, Government's limited resources and delay in the implementation of the National Operational Programmes financed through structural funds for 2007-2013, the Italian Department of Cohesion and Development of the Ministry of Economic

Development in synergy with the European Commission, has reprogrammed some projects affected by delays in terms of Implementation, from ERDF to the Plan of Action and Cohesion (PAC) program .

The PAC aims at overcoming delays in structural funds implementation and for this purpose, national and local administrations should support and strengthen specific priorities in order to fully achieve the goals settled by the funding program.

The PAC, which is financed through national resources, supports 8 projects in the regions of Calabria and Puglia for a total amount of about 31million Euro.

ENAC is also managing the final stage of projects covered by the "Transport 2000-2006" National Operational Program dedicated to the development of airport infrastructures for passenger traffic in the South of Italy (Puglia, Calabria, Campania, Sardegna and Sicilia classified as Less Developed Regions).

Activities performed by ENAC as Intermediate Body for EU funding programmes, are usually subjected to audit carried out by national and EU Audit Authorities.

Having regard to national and European policies in the field of transport, ENAC comply with European Commission guidelines for the development of Trans-European Transport Networks (TEN-T) in order to allow an integrated, connected and accessible transport network for all regions of the EU. In this field, EU grants financial aids for projects that improve integrated, intermodal, efficient and sustainable transport networks across Member States.

ENAC therefore promotes projects aimed at increasing intermodal connections and improving passengers accessibility to airport infrastructures.

| | | | |
|------|---------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| | € 18.949.134,20 | € 41.285.895,29 | - |
| | € 24.965.463,02 | € 49.545.799,56 | - |
| 2010 | € 35.584.264,87 | € 27.518.600,98 | € 400.000,00 |
| 2011 | € 17.954.467,98 | € 30.424.034,23 | € 500.000,00 |
| 2012 | € 13.871.527,56 | € 22.031.258,98 | € 45.516,03 |
| 2013 | | | |
| 2014 | | | |
| | Southern - Mezzogiorno Airports (only EU funding) | Airports located throughout the Italian territory, including the Mezzogiorno (only national funding) | Airports located throughout the Italian territory, including the Mezzogiorno -TEN-T networks European Commission (only EU funding) |

Types of financial resources

Direct management of airports

ENAC is responsible for the operational and direct conduct of roughly 50 airports, for which it manages resources and spaces in observance of safety standards. The most important airports open to commercial traffic under the direct management of ENAC are Lampedusa and Pantelleria; for the general aviation, instead, they consist of Roma Urbe and Bresso.

At the same time, the Authority also deals with the maintenance and development of infrastructure belonging to the airports that it manages; in particular it looks after the programming, designing, allocation and execution of works in numerous general aviation airports, among which feature: Asiago (construction operative building), Bresso (re-collocation of heliport and fixing borders), Capua (paving runway), Ferrara (new fencing), Gorizia (fixing fencing), Lucca (land-side requalification and new control tower), Rieti (new hangar and infrastructural fixing), Roma Urbe (hangar renovation and airport intermodal link). In anticipation of the allocation of those airports that are currently under ENAC's direct management to operators, a general check-up was launched, aimed at an overall upgrade of the infrastructure belonging to these terminals, including the possible removal of asbestos for remediation purposes.

Pantelleria Airport

The Pantelleria Airport, originally a military base, in the 70's witnessed the creation by civil aviation of the infrastructure necessary to permit commercial traffic, including the passenger terminal and the fire brigade station.

Recently, in the context of PON 2000-2006 financing and the triennial ENAC Plan of interventions, a plan of adjustment and upgrade of both land-side and air-side was launched at the Pantelleria Airport.

With regards to the land-side infrastructure, the passenger terminal was extended, with radical interventions that have made it possible to adjust, in harmony with the island's peculiarities, the distribution of spaces to better suit operational needs in view of the forecasted traffic volumes. At the same time, the areas adjacent to the terminal (parking, multifunctional building, green areas etc.) were fixed, and the extraordinary maintenance of the fire brigade station was launched.

On the air-side front, the airport apron was expanded, doubling the number of spaces and creating an area for general aviation; runways have been re-paved, the relative horizontal and vertical signage was painted, new luminous supports (LED) were installed along the runway axis, security areas adjacent to runways were leveled and made increasingly compact, and the rainwater disposal and treatment system was reviewed. In order to increase the safety of aeronautical operations, the Runway End Safety Area (RESA) was also expanded. Furthermore, the use of the paved RESA area for takeoffs increases the airport's operative characteristics. Together with the RESA extension, a new luminous path indicator for the approach of the runway has been installed, and the local existing Bukkuram road was diverted and part of it protected with a tunnel passageway, with the adjustment of the relative road section.

These interventions have been carried out by ENAC that actively looked after all the different phases, from the designing to allocations, direction of works and relative tests.

In 2014 has carried on, and completed, the works concerning the technical collaboration with the Italian Air Force for the definition of the transition of areas from military to civil typology. ENAC declared the civil utility of the airport and procedures for the emanation of a decree formalising the transition from military to civil have been launched, in preparation of the publishing of a call for bids regarding the management of the terminal.

Lampedusa Airport

The Lampedusa Airport, originally a military base used during the Second World War, remained unused until the Sixties. In 1968 commercial links with Sicily were started, in 1975 the airport was reclassified as civil, in order to be opened, in 1979, to national air traffic.

Presently, the "territorial continuity" ensures connections with Sicily (Palermo and Catania) throughout the entire year, while during summer the airport guarantees national and international connections for touristic purposes.

Recently, in the context of PON 2000-2006 financing and the triennial ENAC Plan of interventions, a plan of adjustment and upgrade of both land-side and air-side

was launched at the Lampedusa Airport. The constant increase in traffic, particularly for touristic purposes, and the necessity to guarantee adequate service levels to passengers together with the need to guarantee safety in compliance with regulatory standards, have led ENAC to enact the programming of the following adjustment and upgrade interventions made possible by resorting to community contributions. The particular circumstances of the landside area and the static conditions of the old terminal have influenced the choice to proceed to a new construction in an adjacent area by carrying out some expropriations. Naturally, the new aprons have been placed in the new air-side front of the airport.

With regards to air-side interventions, works have been carried out for the adaptation of aeronautical infrastructures to the flight rule by fixing internal mobility. The fixing of airport fencing in compliance with rules was also completed, runway safety areas have been leveled and made increasingly compact so as to increase the airport's operational safety, and two back-track aprons lateral to runway ends.

With the aim of eliminating obstacles consisting of vehicles transiting on the local street in proximity of the runway threshold 08, ENAC requested and obtained from the Municipality of Lampedusa, free of charge and in a definite fashion, the acquisition of land for 6.500 squared metres adjacent to said threshold with the condition of carrying out and funding autonomously the correction of the existing road section.

This particular work has been included in ENAC's triennial programme among the projects aimed at the development of those airports directly managed by the Authority and works are currently under way.

Furthermore, an intervention for the requalification of the runway's superstructure is also programmed, both in terms of lift force and surface regularity, in addition to the completion of the rainwater treatment and disposal system flowing from the runways and apron through an hydraulic manifold on the sea-side runway. A profound requalification is programmed regarding the longitudinal swathe across the runway axis and in the remaking of the bituminous conglomerates using modified bitumen that will guaranteed optimal attrition conditions and durability.

In 2014 the public tender for the management of the

airport took place, which led to the signing of the convention by ENAC with AST Aeroservizi Spa, the company that was entrusted with the concession, in February 2015. It was the first concession signed by ENAC following the outcome of a public tender for the management of an airport that prior to that was managed directly by the Authority.

The concession has a twenty year duration and will be perfected through the publishing of a relative interministerial decree overseen by two competent Ministries: Infrastructure and Transport along with Economy and Finance. The management concession to a third party company can contribute to provide additional entrepreneurial momentum to the Lampedusa airport, promoting both the development of air traffic and of the local economy as a whole.

Concession of state-owned airports for general aviation

In 2014 ENAC issued the regulation "Concession of state-owned airports for general aviation" with the aim of maintaining operative those smaller airports that carry out a support role in the field of didactic and sport activities, aerial work and business aviation, in addition to promoting the development of general aviation and an aeronautical culture. The regulatory framework identifies simplified criteria for the concession of those airports that, taking into consideration the peculiarities of the infrastructures and activities related to their activity, can guarantee suitable operative and safety levels.





5

Economic regulation

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National air carriers

The Regulation (EC) no. 1008/2008 on common rules for the operation of air services in the European Community, recognises an explicit potential correlation between the financial health of carriers and the safety of operations, and provides guidelines for the establishment, on behalf of national Authorities, of a rigorous monitoring activity over airlines.

The regulation establishes that ENAC may verify in any moment the financial results of an air carrier that it has certified.

Where the ENAC concludes that the air carrier is no longer able to meet its actual and potential obligations for 12-month period, ENAC shall revoke or suspend the operating licence.

“Group A” air carriers

On the basis of the mentioned Regulation, ENAC has developed forms to be filled in by national air carriers with their economic, financial and operational data. These data are necessary in order to assess the existence conditions for the granting and validity of the operating licence.

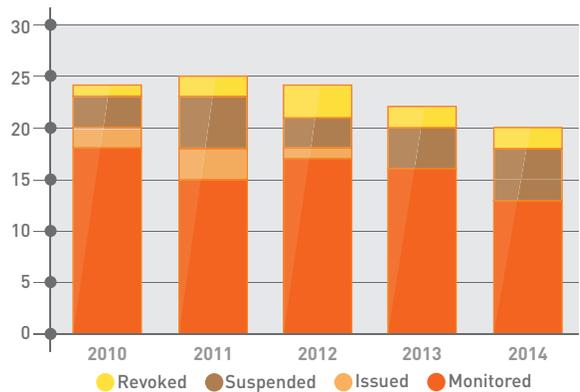
The forms, published on the institutional website, are the result of cooperation with airlines and the answers to the questionnaire that ENAC has submitted to the attention of the other Member States in order to further standardise the implementation of the Regulation in Italy with the procedures in use by other European countries. The supervision experience of the “group A” carriers showed that surveillance of the economic and financial health is also relevant in relation to cases not explicitly covered by the EU Regulation: protection of the passengers rights (Reg. (EC) no. 261/2004), public interest to perform the tax payments and social security obligations, and, more generally, the correct functioning of the entire civil aviation sector.

Therefore, the supervision of air carriers becomes surveillance activity over the entire civil aviation sector due to the implications and direct consequences that the air carriers difficulties have on the main stakeholders such as airport operators, lessors, Eurocontrol, suppliers (fuel, spare parts, maintenance, etc.). These are entities against whom carriers often have a high debt with signs of insolvency increasingly frequent and numerous.

Monitoring airlines therefore involves ENAC as a whole, through the economic financial and administrative surveillance and, in relation to the insolvency issues of the carrier, through the prohibition against departure in accordance to art. 802 of the Navigation Code.

The following table, relevant to 2010-2014 period, highlight the absence of new licences issued compared to the higher number of suspension and revocations.

“Group A” air carriers licences



In fact, the year 2014 was characterised by a critical situation for most air carrier, confirming the negative trend observed in recent years. In 2014 the operating licence of Small Planet Airlines S.r.l. was suspended and then revoked, for a lack of economic-financial conditions required. Furthermore, the operating licences of three more companies have also been suspended: New Livingston S.p.A., SkyBridge AirOps S.r.l. and Air One S.p.A.

The first two carriers, under the arrangement with creditors, have required the suspension of flying activities. The Air One S.p.A. operating licence, instead, has been suspended within the refinancing plan of Alitalia Group. It is worth to point out that the operation has been concluded with the entry in the Alitalia social capital by Ethiad, starting from the 1st of January 2015. Blue Panorama S.p.A. Extraordinary Administration, Miniliner S.r.l. and the Meridiana Group have been under to a strict monitoring of the economic-financial data, sent monthly by these air carriers.

Blue Panorama and Miniliner due to the fact that they were undergoing insolvency procedures (Miniliner S.r.l. operating licence was then suspended on the 31st of January 2015), while Meridiana Group due to its critical situation.

In July 2014 ENAC has restored the operating licence of Air Vallée S.p.A. as a result of economic-financial and administrative verifications. This airline has demonstrated to have the conditions required by Regulation. In the revalidation act by ENAC the air carrier was informed to submit monthly the final economic-financial data, on the basis of the models published on ENAC's website.

“Group A” cargo air carriers

In 2014, three companies have operated air service

cargo: Cargolux Italia on long haul flights with 4 aircrafts, 2 of which wet leased, Miniliner on medium haul flights with 4 aircrafts and Mistral Air on short haul flights with 1 aircraft.

“Group A” air carriers - fleet

The table below shows the overall number of aircrafts (owned, dry lease) in the fleet operated by national air carriers, that by the end of 2014 were 205.

From the table it emerges that national airlines continue to be focused on medium haul.

The graph on the next page highlights the aeronautical activities situation carried out through the use of the fleet aircraft, in “wet lease in” and “wet lease out”, grouped by airline.

| Group A airlines fleet | 2013 | | | 2014 | | |
|------------------------|-------------|--------------|------------|-------------|--------------|------------|
| | Short range | Medium range | Long range | Short range | Medium range | Long range |
| Air Dolomiti | 10 | - | - | 10 | - | - |
| Air Italy | - | 7 | 3 | - | 9 | 3 |
| Air Vallée* | - | - | - | 1 | - | - |
| Alitalia-CAI | 15 | 106 | 22 | 15 | 93 | 22 |
| Blue Panorama | 1 | 5 | 3 | - | 5 | 3 |
| Cargolux Italia | - | - | 2 | - | - | 2 |
| Meridiana Fly | - | 17 | 1 | - | 15 | - |
| Miniliner** | - | 7 | - | - | 4 | - |
| Mistral Air | 2 | 4 | - | 5 | 4 | - |
| Neos | - | 6 | 2 | - | 6 | 2 |
| New Livingston *** | - | 3 | - | - | 3 | - |
| Skybridge Airops**** | 1 | - | - | 1 | - | - |
| Small Planet ***** | - | 2 | - | - | 2 | - |
| Subtotal | 29 | 157 | 33 | 32 | 141 | 32 |
| Total | | 219 | | | 205 | |



* Licence reactivated on July 15th 2014

** Licence suspended on January 31st 2015

*** Licence suspended on October 7th 2014

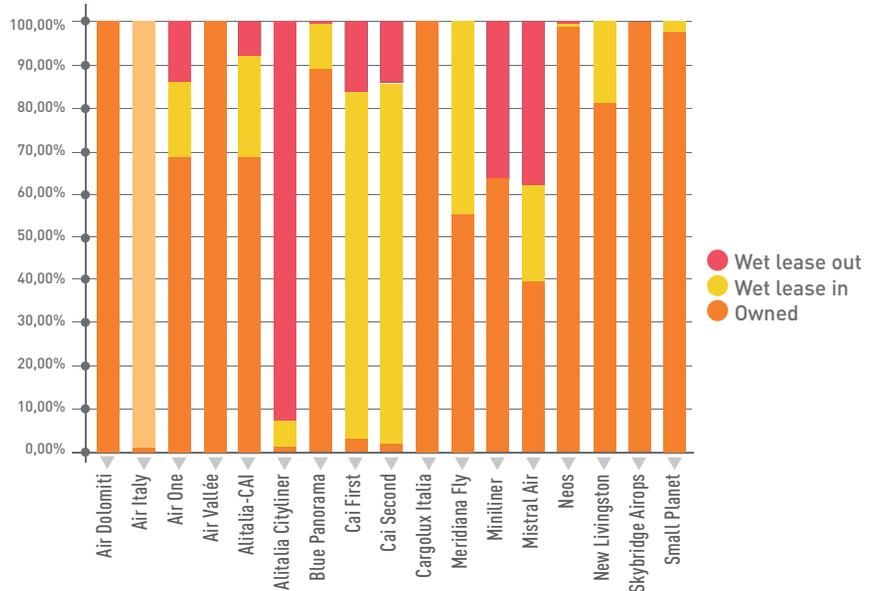
**** Licence suspended on February 18th 2014

***** Licence revoked on October 31st 2014

Data has been developed on the basis of the Eurocontrol flight plans, referring to the number of landings on Italian airports. For the Alitalia and Meridiana Groups,

the use of “wet lease in” or “wet lease out” aircraft is significant in the context of operations within the group itself.

Activity performed by “Group A” air carriers



“Group B” air carriers

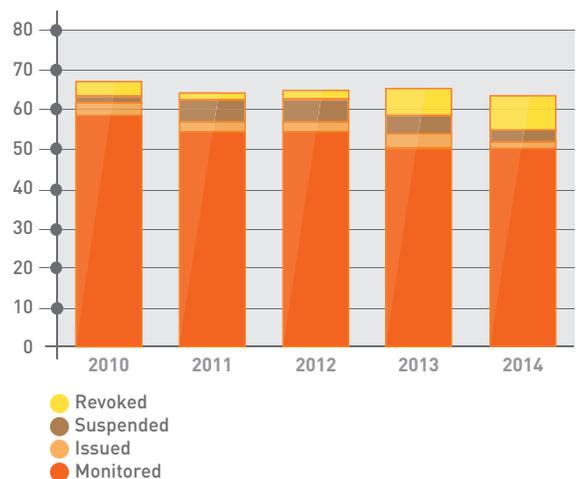
For the “group B” air carriers the Reg (EC) no. 1008/2008 requires that the company shall be able to demonstrate that the net capital is at least 100.000 Euro. The activity done by ENAC for the 2010-2014 period highlights a decrease in the number of licences issued, compared to the higher number of revocations made. In particular in 2014, as a result of checks carried out and in some cases, at the request of the individual air carriers, it was necessary to adopt three measures of suspension of the operating licence and 8 measures of withdrawal, while 2 new licences were granted.

now provided a simplified administrative procedure centered on a “declaration of capability” with which the operator declares the compliance to applicable requirements; only “high risk” commercial activities are subjected to the ENAC’s preventive authorisation, essentially aimed at ensuring the safety of operations.

Aerial work

As a result of the verification procedures ENAC issued 3 new operating licences in 2014 and it revoked just as many. The ENAC Board, in the meeting on November 18th 2014, has approved the abrogation of the ENAC regulation for “Grant of aerial work operating licence” due the entry into force of the legislation laying down the technical requirements and administrative procedures for the functioning of air work services (so called specialised flight operations – SFO). For these activities is

“Group B” air carriers licences



Traffic rights with extra EU countries

The liberalisation of air transport within the European Union market is ruled by Reg. (EC) no. 1008/2008, whereas relationships with extra EU countries are governed by bilateral agreements. In the last ten years our country has pursued a policy of progressive opening and developing of the market that was implemented through a series of national laws. In line with this legal framework, starting from 2009 over 40 agreements have been signed with extra EU countries (Algeria, Bahrain, Brazil, Bosnia, Capo Verde, China, Croatia, Cuba, Ecuador, Egypt, Ethiopia, Georgia, Hong Kong, India, Iraq, Israel, Japan, Jordan, Korea, Kosovo, Macedonia (FYROM), Mexico, Moldova, Montenegro, Panama, Philippines, Qatar, Russia, Saudi Arabia, Senegal, Serbia, Singapore, South Africa, Sri Lanka, Taiwan, Ukraine, United Arab Emirates, Vietnam). In particular in 2014, agreements were stipulated with Bangladesh, Hong Kong, Russia and Turkey. Moreover numerous additional air service programs were authorised outside the traffic rights set out in the agreements in force.

the effective use of allocated rights was implemented. In 2014 ENAC has issued to up to 2.463 authorisations to national and foreign (EU and extra EU) licensed carriers, regarding operational air service programs to/from extra EU countries. It's an activity that aims to guarantee users' safety and security aspects as well as the development of the airlines and airports industry, and provides for the compliance of every service with the existing agreements and regulations, with particular reference to safety and insurance rules. The authorisation processes have regarded roughly 95 foreign (extra EU) carriers designated by the relevant authorities, in addition to scheduled services operated by roughly 10 Italian/EU airlines, established in Italy, that filed with ENAC over one hundred operative programs. In addition to scheduled flights there are also numerous charter services, air taxis, State and humanitarian flights, emergencies and transports of dangerous goods subject to authorisations processes.

Weekly services

| | |
|----------------|------|
| Summer 2014 | + 91 |
| Winter 2013-14 | + 91 |
| Summer 2013 | + 91 |
| Winter 2012-13 | + 91 |
| Summer 2012 | + 67 |

The increase of air transport has led to the development of relationships with numerous countries (Armenia, Russia, Turkey, Tunisia, Qatar, United Arab Emirates, Hong Kong and Belarus) along with positive effects on various Italian airports (Bergamo, Torino, Milano, Genova, Venezia, Verona, Bologna, Rimini e Napoli). Taking into consideration limitations of traffic rights laid down in the existing agreements, transparent and non-discriminatory procedures have been developed for the allocation of rights that are insufficient for the satisfaction of the airline interests. In this context, in 2014, over 20 allocation/revocation traffic rights provisions were issued. Furthermore, a monitoring on



Allocation of slots

In 2014 ENAC has continued to perform a monitoring activity with regard to the application of the European regulations related to general rules for the allocation of hourly slots in EU airports (Reg. (EEC) no. 95/1993 and subsequent modifications and integrations). On the basis of this regulation, the performance of flights without slot assignment, or not in line with slots already assigned involve the application of administrative sanctions. Under legislative decree no. 172 of 2007, ENAC, as authority responsible for cases of slots violations, in 2014 has evaluated over 58 flights to perform this sanctioning activity regarding defaulting airlines. ENAC has also reserved slots in favor of carriers operating on the routes subjected to public services obligations towards Sardegna, Sicilia, Bolzano and Elba island. This Authority has continued to support national airlines for slots to be assigned by foreign Authorities: interventions of this kind have been recorded, as in past times, with Turkish and Chinese Authorities. ENAC's activity is also carried out in critical situations upon request of the interested subjects, implementing specific measures aimed at a swift resolution of the issues. For example, there was an intervention required by the Blue Panorama airline regarding the slots held in Milano Linate and Roma Fiumicino for connections with Reggio Calabria; another intervention has regarded Alitalia for the connection Milano Linate/Reggio Calabria during Summer high season. ENAC, together with the Ministry of Infrastructure and Transport (MIT) has contributed to

representing the Italian position in front of the European Commission and with regard to European Parliament activities has highlighted the importance of reviewing Reg. (ECC) no. 95/93.

Furthermore, ENAC has provided technical contributions for those aspects when required by the Ministry of Infrastructure and Transport Cabinet, to update the decree on the distribution of traffic regarding Milano airports and in particular for the review of the so called Bersani Decrees for the Milano Linate airport and the issue of the new Decree – no. 396 of 1st of October 2014, concerning the mentioned distribution of traffic.

With regard to this, ENAC has also supported the MIT in Responding to the European Commission on the EU-Pilot provisions, applicable to air traffic over Milano airports. Since November 2014 ENAC has been participating to the technical committee established by the Ministry of Infrastructure and Transport with the aim of monitoring air traffic of Milano airport system, for which a protocol of understanding has been signed between the Ministry, ENAC, the Lombardia Region, the Province of Milano, the Municipality of Varese and Milano, and SEA, Malpensa/Linate managing airports body.

Finally, ENAC has also proceeded to change the status of the airports of Lamezia Terme and Olbia, listing them among airports classified as "schedule facilitate airport" for the sole duration of Summer traffic seasons, in addition to the status changing of Genova airport, including it in the "coordinated" category.



Safeguarding mobility rights

ENAC's activity is also aimed at granting essential air services in case of strikes in the air transport sector and at ensuring the respect of the principle of territorial continuity in order to protect the rights of mobility of all citizens.

The definition of minimum guaranteed services in case of strike

In case of a strike of workers in the civil aviation field (flight controllers, pilots, flight assistants, flight technicians, ground handling, technical maintenance personnel, airlines and airport operators), ENAC identifies the minimum air services that have to be granted to limit diseases to citizens and to ensure the transport of perishable goods, live animals, medicines, relief goods, goods necessary to restock communities and essential for the continuation of considered necessary productive activities. In 2014 ENAC contributed to the Strike Regulatory Board for the definition of the new "Provisional Regulation of the right of strike in air transport sector", approved by the Strike Regulatory Board with deliberation no. 14/387 of 13th October 2014, that substituted the provisions contained in deliberation no. 01/92 of July 19th 2001.

Following the proclamation of strikes in 2014, ENAC has issued 33 proceedings for which it assessed the flight programmes presented by airlines in order to guarantee the continuation of essential services.

Safeguarding the principle of territorial continuity

One of the first consequences of process of liberalisation of air transport was the choice of carriers of operating only commercially profitable routes, and to abandon the less interesting ones (towards islands, peripheral regions and developing ones), thus compromising the right to mobility of citizens.

In synergy with the MIT and the interested Regions, in order to ensure the territorial continuity, ENAC provides the institution of services between economically and socially disadvantaged areas and the main airports of the Country. With regard to this, in the context of public tenders issued by the MIT, ENAC selects Community

air carriers to operate, with exclusive right, the routes in a public service obligation regime with an adequate financial compensation.

Public service obligations

In 2014 public service obligations have been guaranteed for the following destination.

Valle d'Aosta Region

Aosta – Roma Fiumicino and viceversa

According to the position of the European Commission with regard to cabotage rights provided in the EU-Switzerland agreement dated March 13, 2014, ENAC revoked the awarding of the public Tender issued in favour of the Swiss carrier Darwin Airline in 2013. With Ministry decree no. 468 of November 7, 2014 (OGIR no. 268 of 18/11/2014) public service obligations on this route, previously imposed with Ministry decree no. 14 of January 16, 2013, were abrogated. Therefore the route returned to the free market.

Autonomous Province of Bolzano

Bolzano – Roma Fiumicino and viceversa

Darwin Airline, selected carrier after the public tender advertised in the EUOJ C 31 of February 2, 2014, started to operate public service obligation flights on June 30, 2013. It regularly carried out the air services throughout 2014. On December 17, 2014, the airline has exercised the right to back out of the performing of this route as from June 18, 2015, as provided in the agreement signed with ENAC.

Calabria Region

Crotone - Milano Linate and viceversa

Crotone - Roma Fiumicino and viceversa

In the Official Journal of the European Union C 56 of February 27, 2014 the entry into force of public service obligations on the two routes has been published, with effect from June 30, 2014, according to provisions established by Ministry decree no. 414 of November 20, 2013. In the same Journal tenders for these routes have been published, but no airline submitted offers. With Ministry decree dated October 7, 2014 (OGIR no. 246 of 22/10/2014) public service obligations for these routes were abrogated, and therefore they returned to the free market.

Public service obligations, imposed on the route **Reggio Calabria – Torino Caselle and viceversa** in 2011 and awarded to Alitalia through financial compensations until September 18, 2013, were abrogated with Ministry decree no. 40 of February 12, 2014, as well.

The first session of the Conference of Services to define the new public services obligations regime took place on March 20, 2014. However, the Conference did not complete its mandate within the terms established by l. 241/90. Therefore, on November 20-21, 2014, a further Service Conference took place. It issued a new territorial continuity on the routes Reggio Calabria – Bologna and Reggio Calabria – Pisa that will start from August 1, 2015 and will expire after two years.

Toscana Region

Elba – Firenze and viceversa

Elba – Pisa and viceversa

Elba – Milano Linate and viceversa

Public service obligations have been imposed on three routes with Ministry decree no. 328 of September 26, 2013 (EUOJ C 329 of November 13, 2013), as modified by Ministry decree no. 26 of January 29, 2014 (OGIR no. 41 of February 19, 2014). The public tender for these routes took place in the first half of 2014 and it was awarded to the Czech company Silver Air, that operates them from October 26, 2014.

Autonomous Region of Sardegna

From the year 2010 the functions concerning the Sardinian territorial continuity and relevant financial resources are in the competence of the Autonomous Region of Sardegna.

Historical routes (CT1):

Alghero – Milano Linate and viceversa

Alghero – Roma Fiumicino and viceversa

Cagliari – Milano Linate and viceversa

Cagliari – Roma Fiumicino and viceversa

Olbia – Milano Linate and viceversa

Olbia – Roma Fiumicino and viceversa

The historical routes, assigned through European tender with effect from October 27, 2013 for the following four years, were carried out regularly by Alitalia CAI on the routes Alghero – Milano LIN, Cagliari – Milano LIN and Cagliari – Roma FCO, and by Meridiana on the routes Olbia – Milano LIN and Olbia – Roma FCO. The Alghero – Roma FCO route, previously awarded to New Livingston

has been revoked by the Autonomous Region of Sardegna because of the lack to provide suitable bank guarantees for the operating services by the carrier. The route, in the first half of 2014, was awarded to Alitalia CAI, carrier which was selected as second carrier in the original tender. The legal appeal proposed by Livingston was concluded.

Minor continuity routes (CT2)

Cagliari – Bologna and viceversa

Cagliari – Napoli and viceversa

Cagliari – Torino and viceversa

Cagliari – Verona and viceversa

Olbia – Bologna and viceversa

Olbia – Verona and viceversa

These routes have been operated by the carrier Meridiana fly without compensation as a result of the acceptance of the conditions imposed by Ministry decree no. 36/2005, made available by the Region on its website at the end of 2013. An analogous procedure has been followed by the Region at the end of 2014.

Sicilia Region

Pantelleria – Palermo and viceversa

Lampedusa – Palermo and viceversa

Lampedusa – Catania and viceversa

Pantelleria – Trapani and viceversa

The outcomes of the Conference of Services that took place in the second half of 2013 converged into the Ministry decree no. 5 of January 15, 2014 (OGIR no. 34 of February 11, 2014 – EUOJ C 42 of February 13, 2014) that imposed a new public service obligations regime with effect from of July 1, 2014. In the same EUOJ C42 the European tender for obtaining the exclusive right of operating on the same air routes was also advertised. The tender has been awarded to Alitalia CAI, which started to provide services on a regular basis from July 1, 2014. Until June 30, 2014, public service obligations on the routes of Sicily were guaranteed by Darwin Airline.

In 2014 for territorial continuity

- 8.806.360,82 Euro of public funds have been spent;
- 2 Conventions with airlines have been signed;
- 2 Conference of Services have taken place;
- 16 Interventions have taken place to guarantee the rightful application of the Conventions;
- 7.439 flights have been guaranteed through public financing;
- 219.951 passengers have been carried using public financing.

Observatory on airport managements

Total managements in accordance with special laws

| AIRPORT | LAW | CONVENTION | AIRPORT OPERATOR |
|-----------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Roma Fiumicino and Ciampino | L. no. 775/73 L. no. 985/77 L. no. 359/92 | Single Act Convention – Programme Contract of 25/10/2012 DPCM of 21/12/2012 Adjudication Act of 27/12/2012 | AdR Spa |
| Milano Linate and Malpensa | L. no. 194/62 L. no. 449/85 | of 04/09/2001 | SEA Spa |
| Venezia | L. no. 938/86 L.d. no.128/14 of 1987 | of 19/07/2001 and Adjudication Act of 23/03/2005 | SAVE Spa |
| Torino | L. no. 914/65 L. no. 736/86 L. no. 187/92 | --- | SAGAT Spa |
| Genova | L. no. 156/54 L. no. 1251/67 L. no. 26/87 d.d. no. 30/14 of 1988 | no. 22 of 30/04/2009 | Aeroporto di Genova Spa |
| Bergamo | L. no. 746/75 m.d. of 11/02/1976 | no. 44 of 01/03/2002 | SACBO Spa |

Total managements (ex. M.D. 521/97)

| AIRPORT | CONVENTION | AIRPORT OPERATOR | DURATION |
|----------|--------------------------|-------------------------|-----------------------------|
| Bari | no. 40 of 25/01/2002 | Aeroporti di Puglia Spa | 40 years from 12/02/2003 |
| Brindisi | no. 40 of 25/01/2002 | Aeroporti di Puglia Spa | 40 years from 12/02/2003 |
| Foggia | no. 40 of 25/01/2002 | Aeroporti di Puglia Spa | 40 years from 12/02/2003 |
| Taranto | no. 40 of 25/01/2002 | Aeroporti di Puglia Spa | 40 years from 12/02/2003 |
| Napoli | no. 50 of 09/12/2002 | GESAC Spa | 40 years from 12/02/2003 |
| Firenze | no. 28 of 14/12/2001 | AdF Spa | 40 years from 11/02/2003 |
| Olbia | no. 113 of 27/10/2004 | GEASAR Spa | 40 years from 23/12/2004 |
| Bologna | no. 98 of 12/07/2004 | SAB Spa | 40 years from 28/12/2004 |
| Pisa | no. 40 of 20/10/2006 | SAT Spa | 40 years from 07/12/2006 |
| Cagliari | no. 46 of 21/11/2006 | SOGAER Spa | 40 years from 13/04/2007 |
| Catania | no. 29 of 22/05/2007 | SAC Spa | 40 years from 13/09/2007 |
| Palermo | no. 47 of 17/11/2006 | GESAP Spa | 40 years from 02/08/2007 |
| Trieste | no. 31 of 31/05/2007 | Aeroporto FVG Spa | 40 years from 03/08/2007 |
| Alghero | no. 30 of 28/05/2007 | SOGAAL Spa | 40 years from 03/08/2007 |
| Pescara | no. 33 of 14/06/2007 | SAGA Spa | 30 years from 13/02/2008 |

Total managements (ex. M.D. 521/97)

| AIRPORT | CONVENTION | AIRPORT OPERATOR | DURATION |
|---------------|-----------------------------------------------------------------------------------------------|-------------------------------|--------------------------|
| Verona | no. 09 of 30/04/2008 | Aeroporto Valerio Catullo Spa | 40 years from 02/05/2008 |
| Lamezia Terme | no. 45 of 11/09/2007 | SACAL Spa | 40 years from 10/07/2008 |
| Brescia | no. 10 of 23/06/2010 | Aeroporto Valerio Catullo Spa | 40 years from 18/03/2013 |
| Ancona | no. 65 of 12/11/2009 | AERDORICA Spa | 35 years from 18/03/2013 |
| Trapani | no. 1 of 27/06/2012 | AIRGEST Spa | 30 years from 31/12/2012 |
| Treviso | no. 13 of 14/10/2010 | AerTre Spa | 40 years from 16/04/2013 |
| Parma | no. 73 of 25/11/2009 and Adjudication Act of 7/01/2014 | SOGEAP Spa | 20 years from 20/01/2014 |
| Cuneo | of 14/04/2010 (ENAC contract register no. 3 of 16/04/2010) and Adjudication Act of 21/02/2014 | GEAC Spa | 20 years from 21/02/2014 |
| Perugia | no. 64 of 22/10/2009 and Adjudication Act of 07/04/2014 | SASE Spa | 20 years from 13/05/2014 |
| Albenga | no. 2 of 15/10/2012 and Adjudication Act of 19/09/2014 | AVA Spa | 20 years from 25/09/2014 |

Partial and precarious managements (ex D.M. 521/97)

| AIRPORT | PARTIAL OPERATOR |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Asiago (preliminary procedures not launched) | Aeroporto di Asiago Spa |
| Bolzano (deliberation of convention underwriting for the total management for the duration of 20 years with ABD s.p.a. - ENAC Board of Directors deliberation no.20 of 9/05/2013) | ABD Spa |
| Crotone (preliminary procedures suspended - company declared bankrupt by the Court of Crotone that authorized provisional operations until 15/06/2015) | Aeroporto S. Anna Spa |
| Grosseto (deliberation of convention underwriting with SEAM s.p.a. regarding total management for a duration of 20 years) | SEAM Spa |
| Oristano (company in process of finding suitable arrangement with creditors; preliminary procedures not launched) | SOGEAOR Spa |
| Padova (adopted provision of forfeiture no.0075487/ENAC/CIA on 15/07/2014) | Aeroporto Civile di Padova Spa |
| Reggio Calabria (preliminary procedures suspended) | SOGAS Spa |
| Reggio Emilia (preliminary activities not launched) | Aeroporto Reggio Emilia Srl |
| Rimini (convention for total management underwritten with AIRMINIMUM 2014 Srl for the duration of 30 years - while awaiting implementation of interministerial decree for the entrustment of concession for total management, anticipated occupation of premises is authorized) | AIRMINIMUM 2014 Srl |
| Salerno (convention for total management underwritten with Aeroporto di Salerno Spa for the duration of 20 years - awaiting the implementation of interministerial decree regarding the entrustment of concession for total management) | Aeroporto Salerno Spa |
| Venezia Lido (preliminary activity not launched) | G. Nicelli Spa |

Airports under direct management by ENAC
Airports open to commercial traffic

| AIRPORT | NOTES |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Forlì | Procedure started for the tender of management concession |
| Lampedusa | Convention for total management underwritten with A.S.T. Aeroservizi Spa, awarded concession through tender ex. Art 704 of Navigation Code - awaiting implementation of the interministerial decree regarding concession |
| Pantelleria | |
| Siena | Adopted provision of forfeiture no. 0098494/DG on 26/08/2013. Published Acts regarding tender for the concession of total management |

Planning Agreements and new exemption rules

Monitoring ordinary and derogation Planning Agreements

In 2014 ENAC has promptly carried out the activity of yearly monitoring with regards to the Planning Agreements in force with the airports of Roma Fiumicino and Ciampino, Milano Linate and Malpensa, Venezia, Catania and Cagliari, with the aim of verifying the validity of the **k** and **v** tariff parameters, previously defined in the programming phase for each year of the period of tariff regulation established by the relative Planning Agreements. In particular, parameter **k** measures the tariff impact of new investments carried out by airport managing bodies, both in terms of operational and capital costs. Parameter **v** assesses costs coming from new normative/regulatory dispositions to be recovered through airport charges. With this activity, which is preparatory to the setting of airport charges for the year 2015, ENAC has systematically monitored the progress of investments planned by infrastructural investment Plans and verified the compliance with the timeframe of the established schedule, furthermore identifying responsibilities where delays emerged. Through the monitoring of Planning Agreements the Authority carries out a twofold function: on one hand it guarantees airport infrastructural development and modernisation on the short and medium period, on the other hand it ensures observance of the cost relatedness principle so that airport charges paid by the airport user for the use of areas, spaces and infrastructures instrumental to aeronautical navigation are strictly related to both operational and capital costs. Among activities included in the yearly monitoring of Planning Agreements there is the audit of objectives fixed during the planning phase, in accordance to the qualitative performances of services provided in the airport context and considered of strategic importance for the airport user, in addition to those related to investments and activities aimed at environmental protection and eco-sustainable development of the airport. The audit outcome has an impact on airport charges depending on the achievement or not of the forecasted objectives in terms of bonuses or penalties. In 2014 the monitoring activity has been conducted on the airports of Roma Fiumicino and Ciampino, Milano Linate and Malpensa and Venice, all of which have signed with ENAC derogation Planning

Agreements, in addition to Catania and Cagliari airports that instead have signed ordinary Planning Agreements. It should also be noted that 2015 represents the final year established by the Planning Agreement with the airport managing body of Catania airport. Instead, with regard to Cagliari airport, the Planning Agreement stipulated between ENAC and Sogaer SpA for the 2012-2016 period has been in force since July 2014. For Planning Agreements already expired, (airports of Pisa, Napoli, Bari, Brindisi, Bologna and Palermo) ENAC has followed what provided by art. 1 comma 11 quarter of the Sblocca Italia Decree: "To allow the continuation of the investments included in the investment plan of airports whose Planning Agreements are expired as of 31st of December 2014, the airport charges for the year 2015 are determined by applying the expected inflation rate to the airport charges in force for the year 2014. The airport charges are applied, following an informative note to be sent to the International Air Transportation Association (IATA) in order to updating the ticketing systems for the agencies that operate the sale of tickets, starting from the 1st of January 2015 until the new airport charges levels enter into force by the application of tariff models as referred in heading II of title III of l.d. no. 1 of the 24th of January 2012, converted with changes into law from l. no. 27 of the 24th of March 2012".

Crew Must Go exemptions

The Sblocca Italia Decree has introduced an important legislative novelty on the subject of exemptions from the payment for the passengers charge, introduced with l. no. 324/1976. This law already provided for specific typologies of exemptions regarding payment of the passenger charge for particular categories of users, by establishing that "the payment of the passengers charge is not owed when it involves the continuation of a journey that has been interrupted and the interruption depends on the necessity to change aircraft or on any other cause that is external to the passenger's will. The payment of passengers charge is also not owed for children up to two years of age, while it is reduced to half for children up to twelve years of age". The legislator has therefore extended the reach of the existing exemption regime by establishing that "the passenger's charge is not owed for those crew members of airlines that having an operational basis in an airport

different from the one where they should start their service (crew must go). This applies both to the crew of airlines that have completed their service in a given airport and need to return to a different one, assigned by the company as its operational base (crew returning to base), as long as they are in possession of a declaration issued by the airline company whereby it states that the journey is conducted for service reasons". This law has clarified in a definitive way and on a national level the treatment to be provided to passengers charge for the crew of airlines that travel to a different airport from their operational base for service reasons. Considering the direct correlation, established by law, between the passengers charges and the council taxes issued by the Municipalities, exemption from paying tickets to users in the categories "crew must go" and "return to base" brings about a consequential exemption from paying those additional taxes as well. The council taxes are in fact paid by the passenger every time that he has to pay passengers charges.

Council taxes exemption for transfer passengers

Another important normative intervention of 2014 was introduced with the l.d. no. 145 of 23/12/2013, converted with changes into law from l. no. 9 of 21/2/2014, that under art. 13 comma 16 has established that the council taxes introduced by art. 2 comma 11 of l. no. 350 of 24/12/2003 and modifications, is not applicable to transfer passengers in national airports if they arriving from domestic terminals, independently of their final destination – national or international. Through this normative disposition, the doubling of taxes incurred by the passenger has been eliminated at the root.

Monitoring

ENAC is also responsible of airport charge monitoring, as established by l.d. 18/99 regarding free access to handling services in the European area, centralised infrastructures, common facilities and those supplied exclusively to the airport users. This typology of monitoring activity is entirely carried out by ENAC, since the airport charges monitored do not need additional ministerial approval. Their application, in fact, accrues according to the terms and conditions established by ENAC with its own administrative provision, in observance of general principles laid down by the national and European legislators. The l.d. 18/99 furthermore provides that in those cases in which handling services are supplied only by one

operator, the charges need to be approved by the Ministry of Transport, after having been proposed by ENAC. With this regard, handling charges set by ENAC are submitted to the approval of the Ministry of Transport through a ministerial decree. With particular reference to handling services for passengers with reduced mobility, introduced, in a compulsory fashion, by Reg. (EC) no. 1007/2007, ENAC has been identified by m.d. 107/T of 24/7/2007 as the competent Authority for the application of the above-mentioned European regulation. Throughout 2014 ENAC has concluded the following charges monitoring activities:

- centralised infrastructures and common facilities for Lamezia Terme airport and the general aviation west service area of Milano Linate, and managed in sub-concession by ATA Ali Transport SpA;
- de-icing and catering charges for the airports of Bologna and Firenze respectively;
- PRM charges for the airports of Verona, Genova and Pescara.

EU Pilot: adjusting to the European rules

In 2014 ENAC has been committed to settle the issue raised by the European Commission with Pilot no. 4424/12/MOVE "Application of the directive for airport charges by Italy", regarding the transposition of the directive 2009/12/EC on airport charges. With this regard ENAC has supplied the Transport Mobility Directorate General with a considerable volume of information concerning the national normative framework that stemmed from the implementation of directive 2009/12/EC, on the legal basis of ordinary and derogation Planning Agreements, the establishment of ART and on the methods of implementing the consultation procedure provided by the aforementioned directive on a national basis. Although the information transmitted have in part satisfied the explanatory requests advanced by the European Commission, and erased many interpretative doubts regarding the future implementations of the directive, they have not solved in a definite manner the concerns voiced by the European Commission regarding the implementation of the consultation procedure in the context of ordinary and derogation Planning Agreements. With the aim of aligning once and for all the regulatory framework currently in force on the subject of consultations between the operator and airport users to the provisions of directive 2009/12/EC, ENAC has therefore elaborated and published on its website a specific consultation procedure to be established in the context of all existing Planning Agreements, ordinary and in derogation.

State aid

In 2014 the dialogue with the MIT has continued in order to follow up on the demands raised by the European Commission with regards to the alleged State aid that the Alghero airport managing body is supposed to have received. The case, opened in September 2007 and concerning SO.GE.A.AL., was concluded on the 1st of October 2014. The Commission has assessed the compatibility of the measures adopted in favour of the airport managing body with the EU regulations regarding state aid.



In particular the Commission has verified the functional aid conceded to the airport according to the new Community Guidelines [2014/C 99/03] and it has declared that the aid has been limited to the minimum necessary in order to guarantee the economic profitability of the airport and did not give rise to undue distortions of competition dynamics. The aid, in fact, has contributed to reaching a shared objective: improving accessibility, connectivity and regional development of the Sardegna region.

The Commission has also examined the agreement signed by SO.GE.A.AL. with the air carriers that have operated out of Alghero in the 2000-2010 period and it

has declared that those underwritten with Ryanair/AMS, Alitalia, Volare, Bmibaby, Air Italy and Air Vallée provided for the improvement of the airport's financial situation and therefore did not produce undue economic advantages with regards to competitors. However the Commission did maintain that the agreements signed in 2007 with Germanwings (controlled by Deutsche Lufthansa) and with Meridiana in 2010 constituted a form of State aid incompatible with the TFEU, and therefore it made the beneficiaries return the sums earned with interests.

Incentives for the opening and development of routes

The methods with which airport managing bodies and air carriers have negotiated incentives for the opening and development of routes through time have generated problems related to the dimensions of fair competition and equilibrium of the air transport market, by influencing in some cases the financial robustness of operators. The national legislator has intervened with the intention of fixing these issues, in compliance with the EU Guidelines for state aid to airports and air carriers published on the 4th of April 2014.

ENAC has the specific institutional duty – established by art. 705 of the Navigation Code – to ensure pro-quota that the overall balance of activities carried out on airport premises is guaranteed through the maximum propriety and transparency: for this reasons it has become necessary to face the implications deriving from the compliance with legislation on this subject as well as ministerial Guidelines dated 2nd of October 2014. These have imposed the implementation of a series of adjustments that have direct impacts on the role of airport managing bodies.

With this regard ENAC has had to ensure the harmonisation between the input received by the Ministry of Infrastructure and Transport and the operator's own duties. With this aim, ENAC has issued "operative indications", intervening in the mechanisms that characterise interactions between these actors in order to make the need for entrepreneurial efficiency and maximisation of profits coexist with the public interest goals pursued by the State.



Airspace regulation

| | | |
|-----------|---------------------------------------|-----|
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Regulation and planning activity

In 2014 ENAC has been strongly committed to the fulfillment of the objectives defined in the context of the semester of Italian presidency of the European Union. In fact, the strategic objectives also included the Single European Sky package II+, aimed at a recast of the four traditional regulations concerning the Single European Sky and the synchronisation of the basic EASA regulation (Reg. (EC) no. 216/2008). The aviation group of the European Council, under the Italian Presidency, has been able to agree on a text endorsed by the Commission and by Member States alike, summarizing the modernisation requests expressed by the Commission along with those responsibilities that the ICAO traditionally entrusts to its contracting States on the subject of provision of aeronautical services and management of air traffic.

ENAC has guaranteed constant technical support to the Italian Presidency, participating in meetings of the workgroup and sessions devoted to the writing of the text along with representatives of the European Commission. In addition to this, ENAC has also continued to provide its technical contribution regarding activities in the Single European Sky context in a year that was marked by a strong normative activity and that included the publishing of numerous and important Acts. The most prominent of these acts was the Commission Implementing Regulation (EU) no. 716/2014 on the establishment of the Pilot Common Project supporting the implementation of the European Air Traffic Management Master Plan, that marks the first executive step towards the modernisation of the European infrastructure for air traffic management. On the nation front, 2014 saw the publishing of ENAC regulation "Italian Air Rules", that created a framework for the application of one of the most trenchant rules produced on a European level, Reg. (EU) no. 923/2012 on standardised air rules (universally known as SERA regulation). The SERA regulation, that came into force on December 2014, unifies the rules regarding air navigation in the EU context along with those States that have specific agreements with it. In this way it has been possible to drastically reduce the differences with respect to the standards established by the ICAO, that during the SERA elaboration phase were more than 1500. On the subject of complementary Circulars, ENAC has issued a new revision of Circular ATM03 that updates

the procedure for establishing airspace zones, that in reality are three dimensional structures and therefore volumes destined to protect sensitive sites or to contain the performance of air sport, research or work activities. One of the priorities featured in the Circular is the reduction of the administrative obligations by increasing the duration of the validity of the zone after the first few periods of monitoring the phenomenon. ENAC has also issued a second revision of circular GEN04, regarding to operations of the Catania, Comiso and Reggio Calabria airports and their relative airspaces in the event of volcanic activity caused by Etna. It is an issue that has been increasingly relevant to current events, and whose solution has benefited from the renewed international attention with regards to the aeronautical impact of volcanic activity that followed the negative experience linked to the eruption of the Eyjafjöll volcano, which caused the stalling of the entire European airspace from the 15th to the 23rd of April 2010.

Allocation of airspace zones

Activity in this context continues to be very high, notwithstanding the crisis experience by this sector. In fact, the allocation of airspace zones in 2014 required the issuance of 2.095 opinions, 10 per each working day.

The performance system

2014 has been the conclusive year concerning the first reference period provided for by Reg. (EU) no. 390/2013 (subsequent to Reg. (EU) no. 691/2010). Throughout the course of this period Italy has essentially achieved all performance objectives that it had formerly identified, notwithstanding the difficulties of a sector that witnessed decreases in air traffic that reached peaks of 8% in comparison to initial forecasts included in the Performance Plan. This decrease is not only caused by the economic crisis that has continued long after 2011, but also by instability in Northern Africa that contributes to shifting traffic flow from/towards Central and Southern Africa to East/West of the Libyan airspace. It is worth mentioning the "Zero Delays" condition, now well consolidated and obtained by Air Traffic Control in the route navigation system, a unique situation in Europe given by the dimension of Italian airspace.



FAB Blue Med

The year 2014 saw the coming into force of the Functional Airspace Block (FAB) Blue Med, following the parliamentary ratification of the relative treaty with l.

no. 96 of the 23rd of June 2014 "Ratification and execution of the Agreement on the creation of the functional block concerning Blue Med airspace between Italy, Cyprus, Greece and Malta".

Although the parliamentary ratification has been enacted two years after the ministerial signing of the treaty (Limassol, 12th of October 2012), due to the circumstances that included the periodical resetting of preliminary procedures, the Blue Med FAB is an operative reality that features the coordination of policies of four States (Italy, Cyprus, Malta, Greece) on the subject of air traffic management in the Mediterranean area.

Regrettably, the hope of extending the FAB to Western Africa, that was an important part of this project at the time of its conception, has not found a practical application due to persisting instability in the area, including the difficult situation in Libya where the airspace is still closed to navigation for security reasons.

Remotely Piloted Aircraft Systems (RPAS)

In the RPAS sector Italy has gained a significant system capacity, in support of the development of European policies, available to any interested partner or subject in Europe. Italy, in fact, disposes of industrial products that, although still being developed, show significant potential.

ENAC has demonstrated having significant regulatory experience, that was put into action with the emission and application of the regulation for RPAS weighing less than 150 kg, made difficult both by having to deal with a user base that is often new to the rigid safety standards ingrained in aeronautical activities and by the need to introduce rules that are not overly strict in order not to stifle the growth of such an innovative and growing sector. ENAC, in collaboration with the Italian Air Force and ENAV, has also established the logistical integrated platform of Taranto Grottaglie, for the experimenting activities that during its first phase will be dedicated exclusively to RPAS, by identifying adequate airspace structures where the necessary experiments will be carried out. The operative and training capabilities that characterise the Italian Air Force will be fundamental in this regard. The same applies for airspace management systems of the air navigation service providers (ENAV, Italian Air Force). Furthermore, ENAC and the Italian Air Force are currently working jointly on defining common standards for training RPAS pilots.

Through the use of high profile training skills, and the establishment of sites dedicated to this kind of activities, Italy believes to be able to cover a role of leadership and excellence for the international community in the RPAS sector.

For this reason Italy has given its consent to contributing, in terms of know-how and experience accumulated thus far, well beyond the semester of Italian Presidency of the EU, offering to collaborate with the Commission and EASA, in addition to the Latvian Presidency starting from the 1st of January 2015.





Certification and monitoring activity

Certification activity

In performing institutional activities, ENAC certifies:

- Air Navigation Services Providers (ANSP), in accordance with Reg. (EU) no. 1035/2011;
 - Air Traffic Services (Air Traffic Control – ATC and Flight Information Services – FIS)
 - Communications, Navigation and Surveillance
 - Aeronautical Information Services
 - Meteorological Services
- Training organisations in the ATC context, in compliance with Reg. (EU) no. 805/2011;
- Organisations for instrument flight procedures design, under ENAC Reg. "Instrument flight procedures".

In addition to these activities there are also periodical renewing (biannual frequency) of the certifications issued; in 2014 there were 3 ANSP renewed.

Monitoring activity

ENAC's tasks are not limited to certifications: ANSP and other organisations are all subjected to continuous monitoring.

This surveillance and control activity is carried out through a plan of audits planned on a yearly basis and adjusted to the relative complexity and critical situation of the organisation being audited. The range in fact goes from only one yearly audit (during which it's possible to verify conformity with all necessary requirements) for AFIS operating in minor airports, to 21 audits for the oversight of the various ENAV sectors such as: training organisation, control towers, approach control services, aerodrome flight information systems (AFIS) and central functions.

The tasks relative to this oversight circumstances include all aspects linked to the qualification of personnel and especially FIS controllers both for the aspects linked to the type of licences that these subjects hold and for ANSP commitments with ATCL and FIS personnel.

Findings gathered through audits in 2014 has been managed by ENAC through a specific database, in order to accept and track the proposed corrective actions and to highlight critical areas where the attention needs to be focused during future monitoring activities.



2014 Activities

- 3 renewed certificates (monitoring SNA providers)
- 1 ANSP certificate modified
- 1 design certificate issued
- 1 training organisation certificate for SNA personnel issued
- 28 system audits performed (monitoring SNA providers)
- 5 audits performed (monitoring training organisation SNA personnel)

Control activity

ENAC also carries out the role of overseeing certified organisations, through the review and acceptance of significant modifications to ATM functional systems as provided for by art. 10 of Reg. (EU) no. 1034/2011, that imposes systematic communication to ENAC of all modifications carried out by the ANS provider. The Authority therefore directly approves in a systematic fashion of the modifications that have a significant impact on safety and assesses case by case whether it should intervene directly through a review of the modification and the subsequent approval or if it should simply accept it. In 2014 this activity has led to the approval of 5 modifications to ATM functional systems.

The Reg. (EC) no. 552/2004 on the interoperability of the European network for the air traffic management has introduced among ENAC's tasks the oversight of assessments that ANSP are called to perform in order to guarantee the interoperability of the following systems and procedures of aeronautical navigation:

- airspace management;
- air traffic flow management;
- air traffic services, in particular systems for handling of flight data, systems of handling of surveillance data and man-machine interface systems;
- communication regarding ground to ground, air to ground and air to air dynamics;
- navigation;
- surveillance;
- aeronautical information services;
- use of meteorological information.

All of the above mentioned is aimed to promote and guarantee a high and uniform level of safety, ensuring at the same time the integration of national management systems and favouring a rapid and coordinated introduction of new technologies, thus guaranteeing the interoperability of the entire European network for the air traffic management.

In 2014 ENAC has examined 12 Declarations of Verification (DoV) relative to putting into effect (introduced or modified) systems/procedures of air navigation.

Coordination activity for the transfer of Air Navigation Services from the Italian Air Force to ENAV

ENAC has coordinated the activities aimed at finalising the transfer of Air Navigation Services from the Italian Air Force to ENAV for those former military airports that are now fully within the civil dimension, and that in 2014 involved the airports of Roma Ciampino (transfer completed on the May 27th, 2014) and Verona Villafranca (transfer completed on the May 29th, 2014) in addition to Brindisi, Rimini and Treviso. The coordination activity has been carried out through the joint drafting (ENAC, Italian Air Force and ENAV) of a document for analysis and planning titled "Operational plan for the transfer of Air Navigation Services of the Verona Villafranca and Roma Ciampino airports", aimed at providing a regulatory framework for the transfer by identifying technical and operative methods along with the kind of collaboration between ENAV and the Italian Air Force for implementing the succession of aeronautical navigation services.





NANOX

TAO 1C
117>19.8

MEL 90

CMP 1C
MEL 90

NDB: TVOR,
Campagna
CMP 301.5
110.40 Ch 57

348°

ELITO

427°

VALMA TE

RF41

TAO 1D
157>40.3
MEA 5000

152>9.5
MEA 4500

Dario
114.90 Ch 56

051°

IAS 230 KT

TAO 1C
MEA 5000

VALMA TE
057>17.6
MEA 5000

LUNAX

VALMA 1D
110.9

RF41D

95 200 KT

NETUN

ESINO 1D
097>21.5
MEA 5000



The environment

| | | |
|-----------|--------------------------------------------------------------------------------------------------------|-----|
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| Sheet 7.3 | Wildlife strike | 127 |





Renewable Energy and Energy saving 2007-2013 Interregional Operational Programme: ENAC's project

Among the numerous activities performed by ENAC in the field of environmental sustainability, assumes particular importance the signature in April 2010 of a Memorandum of Understanding between the Ministero dell'Ambiente e della Tutela del Territorio e del Mare (MATM) with the aim of improving energy efficiency of 15 airports located in the Objective Convergence Regions (Campania, Puglia, Calabria and Sicilia) that are the potential recipients of interventions financed through the "Renewable Energy and Energy saving 2007-2013" Interregional Operational Programme.

This Programme is financed by European Community and Italian national funds with the objective of increasing the proportion of consumed energy produced by renewable sources and to improve energy efficiency while promoting local development opportunities.

Through the Memorandum of Understanding a collaboration between institutions has been launched with the aim of facilitating the identification of financeable interventions coherent with the goals of the Programme itself and addressed to optimising airport energy systems. With the goal of providing a tangible application of the goals identified by the Protocol, in 2011 an Implementation Protocol was signed, establishing the financing approval with regards to the project presented by ENAC and titled "Improvement of energy efficiency and optimisation of airport structures within the Objective Convergence Regions".

This project aims at delineating, through an energy diagnosis, the energetic behaviour of those airports involved. The fundamental starting point is that these airport structures are qualified as high energy-consuming, characterised by a high energy demand and by a wide diversification of the final uses of energy. In particular, the actual energetic services in airport structures is characterised by:

- use of energy-consuming technologies and instruments;
- specificity and minimum quality standards for services provided;

- specific technical aspects of the premises, systems and instruments used.

The energy diagnosis of the airport infrastructure allows for the definition of their energetic behaviour by identifying quality levels, weaknesses and adjustment interventions that could be put into place in order to make them more efficient, reduce the costs and therefore also CO₂ emissions in the atmosphere.

Airport energy consumption varies significantly depending on each structure, as a consequence of the numerous variables involved such as: the size of the airport, the number of users, the year in which it was constructed, its geographical location, the exposition, the layout of aeronautical infrastructures, number of buildings, amount and typology of existing systems, the kind of management.

The general objective is to reach higher energy efficiency through valuing the ability to manage demand, improve the energy performance of structures, making systems and equipment more efficient, containing energy waste and the utilisation specific funds that have a return on the short run.





The Programme

| Airport | No. of buildings | Overall volume |
|-------------------|------------------|--------------------------------|
| ② Bari | 2 | 52.871 m ³ |
| ⑥ Brindisi | 3 | 79.247 m ³ |
| ⑬ Catania | 6 | 292.776 m ³ |
| ⑭ Comiso | 1 | 22.000 m ³ |
| ⑧ Crotone | 1 | 10.906 m ³ |
| ① Foggia | 2 | 12.050 m ³ |
| ⑦ Lamezia Terme | 6 | 71.650 m ³ |
| ⑫ Lampedusa | 2 | 31.400 m ³ |
| ③ Napoli | 9 | 219.862 m ³ |
| ⑪ Palermo | 4 | 351.868 m ³ |
| ⑮ Pantelleria | 3 | 76.223 m ³ |
| ⑨ Reggio Calabria | 3 | 86.000 m ³ |
| ④ Salerno | 2 | 16.727 m ³ |
| ⑤ Taranto | 3 | 26.904 m ³ |
| ⑩ Trapani | 3 | 77.881 m ³ |
| TOTAL | 50 | 1.423.865 m³ |

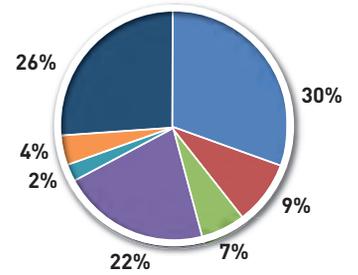


In implementing this project, a contract for the execution of energy diagnosis and certifications services of those 15 national airports that fell within the Convergence Objective was stipulated in 2013 after a European tender. The service was concluded by the end of 2014 with

significant outcomes and results that lay the foundations to proceed towards important interventions regarding the energy efficiency of airport buildings that could fall within a hypothetical financing in the context of the POI Energia.



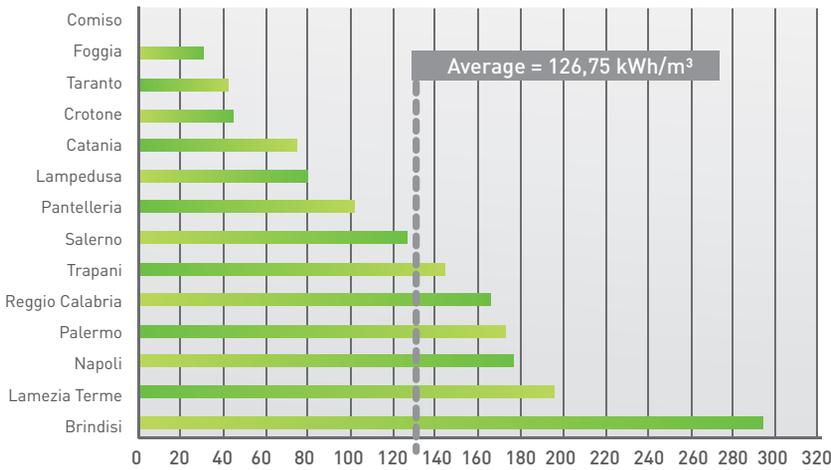
| Category | Description | No. of buildings |
|------------------|--------------------------------------------------------------|------------------|
| Aerodrome | Departures/Arrivals terminal | 14 |
| Cargo aerodrome | Warehouses/Offices | 4 |
| Other uses | Multifunctional building, provisional aerodromes, restaurant | 3 |
| Barrack | Fire corps, Civil Protection | 10 |
| First aid | Infirmery | 1 |
| Vehicles parking | Parking of vehicles or aircraft | 2 |
| Offices | Personnel offices | 12 |
| TOT | | 46 |



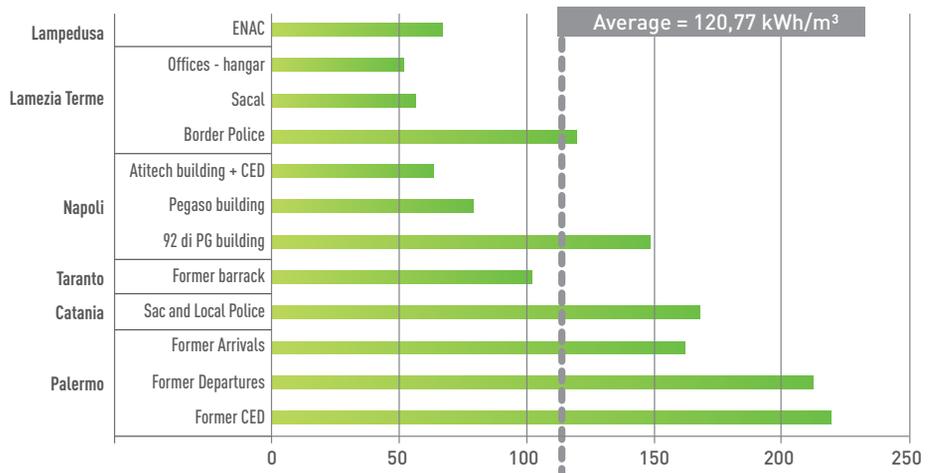
Buildings subjected to preliminary audit

- Aerodrome
- Cargo aerodrome
- Other uses
- Barrack
- First aid
- Vehicles parking
- Offices

Aerodromes: overall annual energy consumption (KWh/m³)



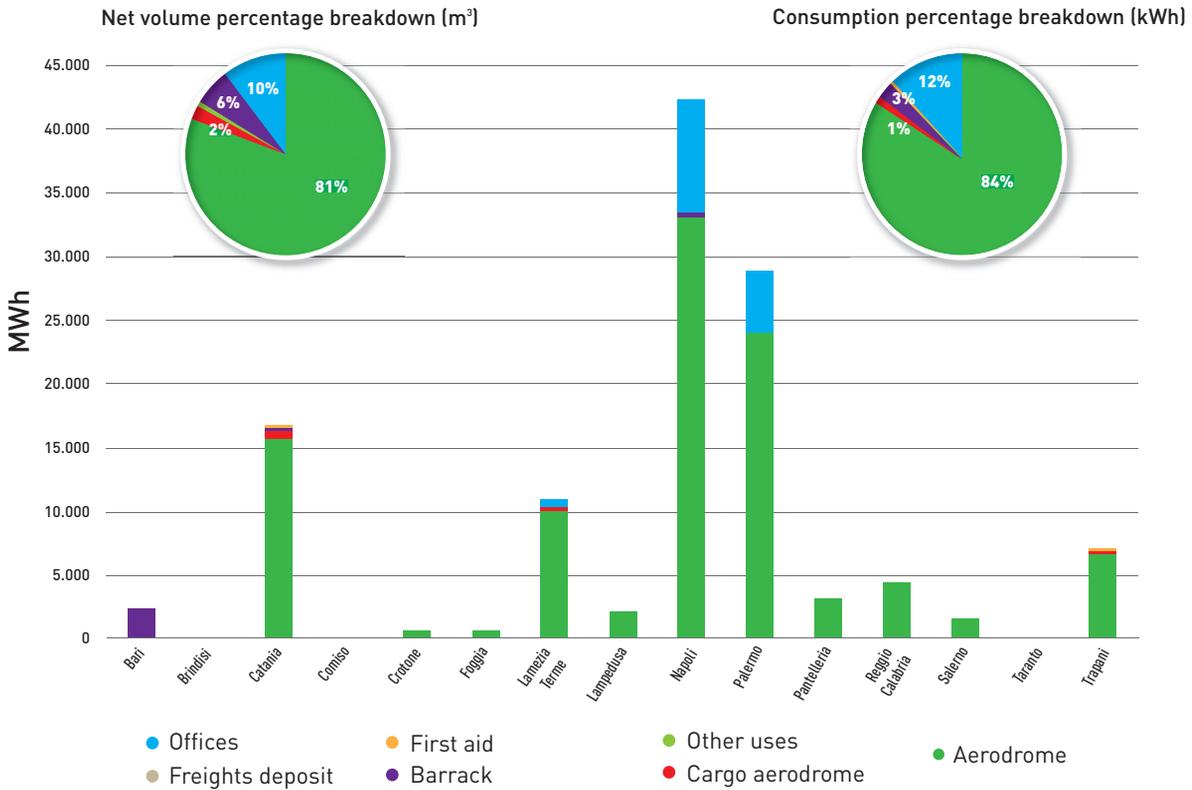
Offices: overall annual energy consumption (KWh/m³)



A fundamental aspect of this Project is the gathering and relative submittal of all data to a web portal containing informative elements concerning the analysed airport structures. ENAC has developed autonomously a portal

that will be constantly updated with the aim of providing an overall depiction of the level of energy performance on a national level, across examined structures, that will be available on ENAC institutional website.

Overall energy consumption (MWh)



In 2013 a preliminary study was also carried out in order to identify intervention opportunities for the production of energy from renewable sources in the airports of Pantelleria and Lampedusa.

On the basis of the above mentioned study, in 2015 and in the context of the energy Project, a pilot system for production from a Renewable Energy Source (RES) will be realised at the Pantelleria airport, constituted by the integration of the existing photovoltaic panels with a micro-wind electrical generation system and arrangements for the accumulation of electrical

energy during the periods of low demand.

It should be highlighted that ENAC's project constitutes the first and fundamental step towards creating financing opportunities related to the POI Energia for the interested airports, in full harmony with, and handled by, the MATTM.

The Project exhibits continuity and full coherence with the articulated set of initiatives aimed at defining a new environmental awareness with regards to the approach of problems regarding the management, planning and design of airport structures.

Noise pollution

ENAC activities aiming at governing noise pollution related disruptions in airports' surroundings are largely carried out at local level.

This activity is conducted by Airport Commissions, as upon the Environment and Transportation MD of October 31, 1997, chaired by the Airport Director and composed of territorial Administrations, the Regional Environment Agency and the Airport Operators and Air Carriers.

The Commissions are tasked with fixing noise limits procedures and acoustic mapping of the Airport surrounding area.

Moreover, should the noise limits be breached, the Commissions are also responsible for identifying the most suitable solution in a context of sustainable operations improvement.

In 2014, significant rulemaking interventions on airport

noise emissions have been made, having an impact on National Regulation over the last twenty years, and on the activities for which ENAC and the Airport Commission are responsible.

It's worthy to recall Reg. (EU) no. 598/2014, entering into force by June 2016, re-defining operational restrictions' procedures aimed at limiting noise pollution on a balanced approach basis that takes into consideration costs and efficacy of the different measures taken by individual airports.

Finally, with law no.161 of October 30, 2014 (European law 2013-bis), the Government was entrusted to review the complete National Law frame on noise pollution, considering also the harmonisation and update of the airport noise restrictions in line with the principles and procedures agreed at EU level.



Wildlife strike

Wildlife strike is defined as the violent impact between aircraft and one or more bird or other wildlife species, with various degrees of consequences, both in terms of the safety of navigation and in economic costs correlated to the event.

Among the actors involved in dealing with wildlife strike there are airport managing bodies, biologists, safety personnel, pilots, engineers and lawyers. These professionals are organised in international and national bodies such as the World Birdstrike Association or the birdstrike/wildlife national committees.

In Italy, in order to guarantee airport safety while facing the wildlife strike problem, the Birdstrike Committee Italy (BSCI) is active from 1987, formally recognised in 1993 as Technical Commission of the Ministry of Transport and reconstituted in 2006 within the ENAC context.

On a statistical level it has been possible to gather and elaborate data in a systematic fashion starting from 2002. From the analysis of this data it has been possible to establish that roughly 90% of the impacts reported by civil aviation takes place within airports or in their proximity, especially during takeoff and landing. Among various reasons, this is also due to the fact that airports constitute an ideal habitat for numerous bird species, including seagulls, starlings and various birds of prey:

all species that are particularly dangerous for aeronautical safety. For what concerns 2014, the data held by ENAC is still provisional and therefore subject to variation. There were 905 collisions below 300 ft (airport context) and 123 collisions above 300 ft, for a total of 1.028 collisions. At the moment we can state that the number of collisions is lower compared to that of 2013, but generally, after a careful comparison of the data in possession of ENAC with that held by certified airport operators, the figures tend to increase, thus confirming once again the general growth trend with regards to this phenomenon. With this regard, it is positive that there is a growing attention concerning this issue by airport operators and interested personnel, thus improving the reporting activity. The data on which safety prevention efforts are focused are those relative to the most dangerous collisions, especially multiples one, those with damages and engine ingestion. From this point of view 2014 seems to highlight a significant decrease in important collisions such as multiple/ingestion and therefore it can indicate a safety improvement regarding the prevention of wildlife incidents. If these data were to be confirmed, it could be stated that the joined efforts of ENAC's BSCI and airport operators to oppose the bird/wildlifestrrike phenomenon in airport contexts have been somewhat repaid.

| YEAR | <300 ft | >300 ft | Damage (<300 ft) | Multiple (<300 ft) | Ingestions (<300 ft) | With consequences (<300 ft) |
|-------|---------|---------|------------------|--------------------|----------------------|-----------------------------|
| 2002 | 302 | 46 | 5 | 34 | 5 | 5 |
| 2003 | 267 | 75 | 12 | 35 | 10 | 7 |
| 2004 | 263 | 54 | 14 | 47 | 9 | 15 |
| 2005 | 456 | 117 | 11 | 36 | 12 | 15 |
| 2006 | 438 | 150 | 11 | 44 | 16 | 22 |
| 2007 | 546 | 162 | 17 | 37 | 18 | 23 |
| 2008 | 646 | 211 | 22 | 58 | 11 | 28 |
| 2009 | 620 | 231 | 20 | 91 | 13 | 15 |
| 2010 | 719 | 209 | 18 | 87 | 14 | 11 |
| 2011 | 802 | 79 | 29 | 87 | 19 | 20 |
| 2012 | 961 | 89 | 34 | 80 | 25 | 27 |
| 2013 | 982 | 114 | 21 | 54 | 21 | 18 |
| 2014* | 905 | 123 | 23 | 28 | 7 | 13 |

* Provisional data as of May 2015



8

The international activity

Sheet 8.1 The different forums

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| Departures | | | | 10:30 Friday 17 Apr 2015 | | Aeroporti di Roma | | | | | |
|------------|-------|---------------|------|--------------------------|----------|-------------------|-------|-----------------|------|------|--------|
| Flight | Time | To | Desk | Gate | Status | Flight | Time | To | Desk | Gate | Status |
| AZ490 | 10:05 | Warszawa | 143 | B30 | Boarding | AS3213 | 13:00 | Bordeaux | 108 | B16 | |
| AZ548 | 10:25 | Moscow | 118 | H19 | Boarding | AZ2038 | 13:00 | Milano Linate | 163 | B05 | |
| KL1598 | 10:25 | Amsterdam | 108 | B13 | Boarding | AZ1563 | 13:05 | Cagliari | 168 | B01 | |
| AZ7116 | 10:30 | Madrid | 135 | D06 | Boarding | AZ1745 | 13:05 | Catania | 168 | B09 | |
| | 10:40 | Catania | 168 | B03 | Boarding | F7115 | 13:10 | Bolzano | 168 | C09 | |
| | 10:50 | Malta | 143 | B17 | Boarding | DL6674 | 13:30 | London Heathrow | 118 | H18 | |
| | 11:05 | Lyon | 108 | B14 | Boarding | LG6554 | 13:35 | Luxembourg | 130 | B17 | |
| | 11:15 | Luxembourg | 108 | D15 | Boarding | AZ110 | 13:45 | Amsterdam | 108 | B04 | |
| | 11:25 | Milano Linate | 163 | B11 | | AZ2068 | 14:00 | Milano Linate | 163 | B06 | |
| | 11:35 | Milano Linate | 127 | H10 | | AZ706 | 14:10 | Istanbul/Ist | 118 | H09 | |
| | 11:45 | Madrid | 118 | H08 | | EY7096 | 14:20 | Madrid | 143 | C09 | |
| | 11:55 | Madrid | | B06 | | SU3222 | 14:20 | Genova | 168 | B20 | |
| | | | | | | EY2996 | 14:25 | Verona | 168 | B30 | |
| | | | | | | KL3421 | 14:30 | Bologna | 168 | B22 | |
| | | | | | | EY7069 | 14:30 | Venezia | 168 | B28 | |
| | | | | | | BT5504 | 14:30 | Brindisi | 168 | B14 | |
| | | | | | | | 14:35 | Munich | 143 | C13 | |
| | | | | | | | 14:35 | Bari | 168 | B21 | |
| | | | | | | | 14:35 | Geneva | 143 | C11 | |



The different forums

ENAC represents Italy in the major international organisations active in the civil aviation field, such as ICAO, ECAC, EASA, Eurocontrol and the EU, with which the Authority entertains a continuous dialogue and cooperation in performing its institutional functions of regulation, surveillance and promotion of civil aviation.

Within these forums ENAC supports the national position regarding various strategic themes as safety, security, environmental protection, crisis management,

passenger protection, quality of services and competitiveness of air transport.

In Europe particular attention is devoted to the rising traffic demand on a global scale, the infrastructural development needed to satisfy it, the competition coming from North America, Middle and Far East airlines, the charging system and the promotion of a greater Member States' awareness of the benefits that air transport can bring to the European economy as a whole.

| Organisation | 2014 Committee / Workgroup / Conferences followed by the General Directorate |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECAC | <p>Directors-General ordinary meetings: DGCA/142 – Paris, May 6th; DGCA/143 – Paris, December 11th</p> <p>Directors-General special meetings: DGCA/63 (SP) - Dubrovnik, August 29th – September 1st</p> <p>ECAC Forum: FORUM/7: Paris, December 10th</p> <p>Coordinating Committee: CC/170: Paris, March 25th; CC/171: Vienna, July 4th; CC/172: Dubrovnik, August 28th</p> <p>CC/173: Paris, November 12th; CC Ad-hoc – Paris, October 6th</p> <p>ECAC Coordinating Committee and USA: ECAC/CC/US/17: Paris, March 26th; ECAC/CC/US/18: Washington, September 25th-26th</p> <p>ECAC Coordinating Committee and China: CC/CAAC/1: Paris, December 10th</p> <p>Group on ECAC medium-term objectives : EMT0/45: Paris, June 11th; EMT0/46: Paris, October 10th</p> <p>ECAC UE Dialogue: ECAC/EU Dialogue: Vienna, July 2nd- 4th</p> <p>Training: DG-FAMCOURSE/4: Paris, May 5th</p> <p>Training Network: TRA-NET/6: Roma, February 14th</p> <p>Joint Aviation Authorities – Training Organisation: JAA TO Board: Paris, March 25th; JAA TO Foundation Board: Paris, November 12th</p> <p>Legal Task Force: LEGTF/24: Paris, February 11th; LEGTF/24: Paris, December 10th</p> |
| EU | <p>EU Council Aviation Group: monthly meetings</p> <p>Directors-General informal CE meetings: UE – DGCA: Bruxelles, June 2nd</p> <p>Single European Sky Ministerial Conference: (organised by the Italian Presidency of the EU Council and by the European Commission) Roma, November 6th-7th</p> |
| EASA | <p>Management Board: EASA MB 01/2014: Bruxelles, March 11th; EASA MB 02/2014: Bruxelles, June 3rd</p> <p>EASA, MB 03/2014: Köln, September 10th; EASA, MB 04/2014: Köln, December 9th</p> <p>Annual conference: "Towards simpler, lighter, better rules for General Aviation": Roma, October 15th-16th</p> |
| Eurocontrol | <p>Provisional Council Coordinating Committee: PCC/34: Bruxelles, March 18th; PCC/35: Bruxelles, May 21st;</p> <p>PCC/36: Bruxelles, July 2nd; PCC/37: Bruxelles, October 20th</p> <p>Provisional Council President's Bureau: PCPB/37: Bruxelles, March 18th; PCPB/38: Bruxelles, May 21st</p> <p>PCPB/39: Bruxelles, October 20th; ENLARGED PCPB: Bruxelles, December 3rd</p> <p>Provisional Council: PC/41: Bruxelles, May 22nd; PC/42: Bruxelles, December 4th-5th</p> |
| ICAO | <p>Diplomatic conference for the modification of the 1963 Tokyo Convention: Montréal March 26th – April 4th</p> <p>Council sessions: 201st: Montréal, February 24th – March 18th; 202nd: Montréal, June 9th- 27th; 203rd: Montréal, October 27th – November 12th</p> |
| International Conferences | <p>Singapore Airshow and Aviation Leadership Summit: Singapore, February 9th-12th</p> <p>3rd Aviation Business Arena 2014: Dubrovnik, 28-30 maggio</p> <p>ETF - European Transport Workers' Federation Conference: Catania, July 1st</p> <p>European Seminar On The Cape Town Convention And Its Aircraft Protocol: Warsaw, September 16th</p> |

Safety

A number of issues of European interest in the area of safety have been discussed by EU aviation groups in preparation for the ICAO Council sessions. During the 203rd Council session, the 36 member States have signed the resolution submitted by Malaysia following the tragic crash of Malaysia Airlines flight MH17 in Ukraine, last 23rd of July 2014, which condemns the use of weapons against civil aviation and requires ICAO to adopt all possible measures in order to prevent such events. The Council has also approved the work programme of the Task Force on Risks to civil aviation arising from Conflict Zones (TF-RCZ), established after the incident. Within ECAC, EU and Eurocontrol forums, significant work has been carried out in preparation for the 2nd ICAO High-level Safety Conference that took place in Montréal from the 2nd to the 5th of February 2015. Following the second tragic event involving Malaysia Airlines flight MH370, the conference focused above all on search and rescue activities and the

processes of gathering, analysing and sharing data for the implementation of a global flight tracking system. During the conference, together with Ireland and Denmark, Italy presented the "ALERT" project for the development of a satellite-based flight tracking system, particularly over oceanic routes and inhospitable regions. ENAC won the "Twinning Project" financed by the EU for 1.1 million Euro, to support the Egyptian Civil Aviation Authority in a number of aspects ranging from safety to flight operations, air space, airports, licences, security, safety management systems and information technology. The twinning, officially launched in May 2015, will have a duration of 24 months. In preparation for the coming into effect in 2015 of the new Reg. (EU) no. 376/2014 on the reporting of occurrences in civil aviation, ENAC became a member of the Ecceairs Board that coordinates the activity of the European Commission Joint Research Centre (JRC), managing the development of the Ecceairs system (European Coordination Centre for Accident and Incident Reporting Systems).

Organisation 2014 Committee / Workgroup / Conferences in the Safety sector

EASA

TCO - Third Country Operators Authorisation: 1st and 2nd workshop: Köln January 14th ; December 3rd
RULEMAKING Group for task RMT.0593 & RMT.0594: Meetings February 18th-20th and May 6th
ESSG – EASA SAFA Steering Group: 21st 22nd and 23rd meeting: Bucharest, March 11th-12th; Bodø, June 25th-26th; Köln, October 21st-22nd
OPS - OPERATIONS STANDARDISATION Team: 1st and 2nd workshop on the Implementation of the European Regulation on flight operations no. 965/2012: Köln, March 19th and October 8th
CTIG - Common Training Initiative Group: 14th meeting: Köln, May 6th
EASA RF-Registered Facilities to ATO-Approved Training Organisations. Conversion Workshop: Köln, May 15th -16th
FSTD - Flight Simulation Training Device Standardisation: 2nd Workshop September 30th
Seminar SAA-EASA Composite Materials "Embracing New Composite Materials in Aviation": Singapore Aviation Academy, April 14th-16th
Annual EASA conference "Towards simpler, lighter, better rules for General Aviation": Roma, October 15th-16th
ECAST- European Commercial Aviation Safety Team: Meetings, June 3rd and October 14th
EHEST – European Helicopter Safety Team: Meeting, May 28th
NOA - Network of Analysts Data Flow Working Group: Meetings, August 20th and November 4th
NOA – Safety Performance Indicator Working Group: August 21st and November 6th
EHFAG – European Human Factor Advisory Group: Meetings, February 25th-26th, June 4th-5th and October 15th-16th
EASp (European Aviation Safety Plan): Summit held June 10th

ECAC/EC

ESCG - European Safety Coordination Group: Preliminary meetings for ICAO Conference "High-Level Safety Conference" of February 2nd-5th 2015, held on March 28th, April 29th and July 10th

EU

EU Council Aviation Working Party: periodical meetings
Single Sky Committee: 54th meeting, July 1st-2nd
AIR Safety Committee: November 25th-26th
Ecceairs Steering Committee: Yearly meeting held at Malpensa, October 9th-10th

Eurocontrol

TOD - Terrain and obstacles data: 18th meeting: Bruxelles, May 6th -7th
NCP - NSA Coordination Platform, Certification & Interoperability: workshop on the implementation of European regulation no. 73/2010: Bruxelles, June 23rd

ICAO

UASSG - Unmanned Aircraft Systems Study Group: 14th and 15th meeting: Montréal, March 3rd-7th, June 30th- July 4th
AIRP - Airworthiness Panel: 14th AIRP WG-WHL (working group of the whole meeting): Montréal, April 28th – May 2nd
Remotely Piloted Aircraft Systems Panel: 1st meeting: Montréal, November 17th-21st
RAG-EUR (Regional Aviation Safety Group): Annual meeting held in Paris, February 25th-26th

SM-ICG

SM-ICG – Safety Management Collaboration Group: Plenary Meetings held in Bern, May 12th and Rio de Janeiro, December 8th



In the sector of aviation medicine ENAC has guaranteed the participation of its own representatives in the medical forums organised by ICAO (ICAO-WHO CAP-SCA Program),

EASA (MEG – Medical Expert Group) and CMOs Forum (Chief Medical Officers European Forum).

Organisation 2014 Committee / Workgroup / Conferences / Publications in the Aeronautical Medicine sector

EASA MEG – Medical Expert Group

ICAO ICAO-WHO CAPSCA Program

International conferences CMOs Forum - Chief Medical Officers European Forum

AIMAS / ESAM Publication "ENAC Column", IJASM - Italian Journal of Aviation and Space Medicine: No. 10 – January 2014; No. 11 – July 2014

Security

The present historical moment, characterised by a serious terrorist threat, has drawn increasing attention to the prevention of illicit acts. Four security scanners for controlling passengers travelling to sensitive destinations have been implemented: two at Milano Malpensa airport and two at Roma Fiumicino airport (Terminal 3 and 5). A specific training has been provided by the U.S. Transportation Security Administration (TSA) for the introduction of those equipments. During the 25th meeting of ICAO AVSEC-Aviation Security Panel,

taking place in Montreal from 17th to 21st of March, the Training Working Group, where ENAC represents Italy, presented its results.

In particular the working group focused its attention on the use of e-learning in security training and the development of common guidelines for screeners certification.

Within ECAC the implementation of two security projects financed by EU, were discussed in favour of: Eastern Europe and Central Asia; Africa and the Arabic Peninsula.

Organisation 2014 Committee / Workgroup / Conferences in the Security sector

ECAC ECAC Annual Auditors Meeting: Paris, February 5th-6th
BPNA – Best Practices for National Auditors: Prague, March 3rd-7th; Istanbul, November 3rd; Amsterdam, June 11th-13th; Coanda Airport (Romania), November 18th- 20th; Dalaman, August 18th-22nd; Podgorica, September 1st-4th; Warsaw, October 13th-17th
ECAC Security Forum: 17th meeting held in Paris, March 11th-12th; 18th meeting held in Dublin, October 8th-9th
ECAC – Asia Pacific Aviation Security Forum: 4th meeting held in Paris, March 12th-13th
Auditors Training Course and certification: 29th meeting held in Bruxelles, July 14th-21st

ECAC/UE/TSA ACBS – Advanced Cabin Baggage System: 1st meeting held in Bruxelles, July 9th

ICAO AVSECP – Aviation Security Panel: 25th meeting held in Montréal, March 17th-21st

Environment

The struggle addressing Climate Change and the reduction of Greenhouse Gases emissions deriving from Air Transport, remain an agreed priority at international level. In October 2013, aiming at reaching these common objectives, the Member States participating in the 38th session of ICAO General

Assembly adopted a Resolution confirming their intention to proceed to a definition of a Global Market-Based Measures Scheme (GMBM) to be endorsed during the 39th session of the Assembly in 2016 and implemented by 2020. The target set is a Carbon Neutral Growth starting from 2020. In this light, the EU, by Reg. no. 421/2014 has modified the Directive



2003/87/CE, which had established, a Trading System in CO₂ emissions (EU ETS – European Union Emission Trading System), in compliance with Kyoto Protocol provisions, limiting the application of the Regulation to intra - European flights until 2016.

Both in ECAC/EU and in ICAO context, the activities have continued throughout the year for several Working Groups dedicated to Environmental issues, under the chair of CAEP – Committee on Aviation Environmental Protection. The Committee, working upon a Council's mandate, deals with Environmental issues related to Civil Aviation. Its programme is carried out in triennial cycles and is devoted to technical, scientific and economic aspects related to Air Transport impact on Environment. CAEP supports ICAO Council in framing new environmental policies and adopting new Standards as regards aircraft noise and engine emissions' reduction. Today, 25 Member States, including Italy, and 16 Observers from other Countries, stakeholders and NGOs participate in CAEP activities.

In the European context, CAEP Member States meet on a regular basis in the EuroCAEP Group working jointly with two European Commission Directorates General, DG Move and DG Clima, ECAC, EASA and Eurocontrol.

Italy is represented both in central CAEP and in the majority of the sub-groups by experts in the environmental

field from ENAC, ENAV, Alitalia, GSE, public and private institutions specialised in Fuel Efficiency, ATM, CO₂ reduction, ETS, Noise Abatement and Alternative Fuels. This representation is also guaranteed in the European working groups coordinated by ECAC/EC/EASA/ Eurocontrol.

In February 2014, in the frame of the ICAO Council, the EAG - Environmental Advisory Group was established and focused its efforts on drafting a document for the definition of the Global Market-Based Measures scheme.

At the second meeting of the CAEP Steering Group held in Denpasar in September 2014, in addition to the analysis follow-up on the GMBM basket of measures, which represents a strong expectation at international level, the following issues were discussed: final definition of a CO₂ Standard within the CAEP/10 cycle, scoping study on helicopter noise abatement, review of the Guidelines to update the National Action Plans on CO₂ emissions reduction.

The third CAEP ICAO Steering Group meeting will be held in 2015 in Montreal from July 20 to 24, while the tenth CAEP cycle will conclude in February 2016 with its plenary Assembly submitting then its recommendations on Environmental issues to the Council. Finally, the Council will consider these recommendations in view of the next coming 39th ICAO General Assembly.



Organisation 2014 Committee / Workgroup / Conferences in the Environmental sector

ICAO

CAEP Steering Group: Committee on Aviation Environment Protection Steering Group del CAEP/10 cycle – 2nd meeting held in Denpasar, September 15th-19th
EAG - Environmental Advisory Group: 8 meetings: January; February; April 23rd-24th; May 14th-15th; June 5th; September 24th-25th; Montréal, October 29th-30th; November 13th
GMTF – Global Market Based Measures Task Force: teleconference February 5th, Washington, March 4th-7th (kick-off meeting); Singapore May 20th-23rd; Bonn July 22nd-25th; Dubai November 17th-19th
HLGMBM - High Level Group on Market Based Measures: Montréal, January 23rd-24th
WG2 –Airports and OPS: Melbourne, February 4th-6th; San Francisco, June 2nd-5th; Buenos Aires, November 17th-21st
MDG-Modeling and Database: London, April 14th-17th; Boston, June 9th-11th
WG3 – Emissions: Seattle, February 24th-28th; The Hague, May 12th-16th; Cincinnati, July 14th-18th; Paris, November 3rd-7th
AFTF - Alternative Fuels TF: Montréal, April 1st-3rd; Madrid, October 20th-25th
FESG – Forecasting and Economic Analysis: London, April 14th-17th; Boston, June 12th-13th; Bretigny, October 20th-24th
WG1-Noise: Tokyo, June 9th-12th; Washington, November 17th-21st

**ECAC/CE/EASA/
Eurocontrol**

MBM-CG - Market Based Measures Coordinating Group: (meetings and teleconferences): January 17th and 23rd; February 5th and 14th; March 4th, 12th and 24th; April 22nd; May 7th; June 11th; July 22nd-24th; September 11th; October 1st-2nd
European pool of advisors to EAG: (meetings and teleconferences) June 3rd; July 2nd, October 24th; November 4th and 12th
ACCAPEG - Aviation and Climate Change Action Plan Experts' Group: 5th meeting, held in Bruxelles March 27th
EuroCAEP – ECAC/UE Coordinating Group of European CAEP members and observers: Montréal, January 23rd; Conference call, February 14th; Bruxelles, June 17th-18th; Bruxelles August 27th; Paris September 3rd-4th; morning meetings during CAEP/ST in Denpasar September 14th-19th; morning meeting during GMTF/4, Dubai November 17th-19th; Köln December 17th-18th
ANCAT - Abatement of Nuisances Caused by Air Transport: 86th meeting: Roma, April 10th-11th; 87th meeting: Bucharest, November 25th-26th
AIRMOD - Aircraft Noise Modeling Task Group of ANCAT: 18th meeting: Delft March 18th-19th; 19th meeting: Paris May 15th-16th; 20th meeting: Amsterdam September 25th-26th
AIRMOD Modelers: Paris, December 5th
ECAFA – European Coordination for Alternative Fuels for Aviation: November 20th-24th (reactivation)
MITG – Modeling and Interdependencies Task Group of ANCAT: 23rd meeting: Zurich November 13th

Air transport

RELEX – EU External Relations

ENAC have been implementing several initiatives in the field of external aviation relations in the different Committees/Working groups active within the EU framework. Throughout the usual periodical meetings of the Special Committee and Consultative Forum convened at the European Commission, common interests and objectives shared by EU member States have been identified, following the roadmap outlined in the Council Conclusions of December 2012. Two rounds of negotiations were conducted with Brasil, but the global agreement, awaited for 2015, has not yet been finalised. The European relations with the Russian federation still face some difficulties to overcome, regardless of the

efforts spent on this matter. The Joint Committees foreseen under the agreements with Moldova, ECAA (European Common Aviation Area), United States of America, Morocco, Canada, Switzerland, Georgia, Jordan and Israel took place in a constructive spirit. The EU/ASEAN (Association of South-East Asian Nations – Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam) Summit held in Singapore on February 11th-12th launched the guidance with the aim of reaching a regulatory convergence, through the establishment of a working group that met on May, in Yangon and December, in Bruxelles. The Aviation Dialogue with the six GCC – Gulf Cooperation Council Countries (Oman, Qatar, Bahrain, Saudi Arabia, United Arab Emirates, Kuwait) whose presentation meeting was held in Riyadh (Saudi Arabia)

on November 2013, was definitively launched with a second meeting held in Bruxelles in October last, with the aim of providing common rules for the safeguard of fair competition and in order to seek regulatory convergence on technical issues related to safety, to the air traffic management and to security. A special session of the Joint Committee EU/USA took place in Washington on the 25th of November. It was called by the European side according to the existing agreements, in order to obtain clarifications

on two issues raised in the application of the agreement: the lack of any kind of answer related to the authorisation requested by the NAI carrier and the wet lease question. The meeting on December 5th of the Market Access Committee held at the European Commission was notably interesting, as it was focused on the topics of labour and development of the social dimension in the aeronautical field, on fair competition and airlines substantial ownership and effective control.

Organisation

2014 Committees/Workgroups/Summits/Conferences in the RELEX sector

EU Council Aviation Group

Periodical meetings

European Commission Special Committee and Consultative Forum

Meetings : January 13th, February 4th, March 19th, April 29th, June 3rd, July 23rd, October 8th, November 12th

EU/Third-country agreements

Global agreements (Vertical) and Joint Committees

- 1st and 2nd round of negotiations for the underwriting by Brazil of the global agreement: Rio de Janeiro, January 30th-31st and Bruxelles, February 20th-21st;
- 2nd EU/Moldavia Joint Committee: May 15th
- 8th EU/ECAA - European Common Aviation Area – Joint Committee (global agreement signed on June 9th 2006: Tirana, May 21st)
- 15th EU/USA Joint Committee: Wien, June 10th
- 8th EU/Morocco Joint Committee: Bruxelles, June 18th
- 6th EU/Canada Joint Committee: Bruxelles, October 21st
- Special session of the EU/USA Joint Committee: Washington, November 25th
- 2nd EU/Israel Joint Committee: Bruxelles, December 8th

Horizontal agreements

- Kazakhstan: relaunched negotiations for the Agreement commenced on 11/12/2007

Workgroups and other EU Committees

EU-RUSSIA
ASEAN - Association of South-East Asian Nations (Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam)

- Moscow, January 16th
- Establishment of Workgroup for regulatory cooperation: Yangon (Myanmar), May 9th
- 2nd meeting: Bruxelles, December 2nd-3rd

GCC countries - Gulf Cooperation Council (Oman, Qatar, Bahrain, Saudi Arabia, United Arab Emirates, Kuwait)

- 2nd meeting: Bruxelles, October 28th- 29th (the 1st meeting was held in Riyadh on November 12th-13th 2013)

Access to Market Committee

- Bruxelles, December 5th

Summits, Conferences and other meetings

- Summit EU/ASEAN aeronautical relations: Singapore, February 11th-12th
- Internal meeting on EU/ASEAN aeronautical relations and Dialogue with Gulf Countries: Bruxelles, April 2nd



Flight authorisations

On January 14th and December 3rd in Köln, ENAC participated in two workshops organised by EASA concerning Reg. (EU) no. 452 of 29/04/2014, entered into force on 26/05/2014, setting the technical requirements and administrative procedures regarding third-country air operations, under Reg. (EC) no. 216/2008 that established EASA. The regulation provides that airlines certified by third-countries, provided with an operational authorisation issued by a member State, must submit a "part TCO" authorisation request to the Agency. The regulation provides for a 24 month transition phase. Once the authorisation is issued the operators will be monitored through the SAFA Programme ramp inspections.

Airports

ENAC is actively present in the European Observatory on airport capacity and quality, established in the EU DG Move and tasked with assisting the European Commission in developing sustainable connectivity levels and mobility. The studies carried out so far point out that the estimated rising number of movements by 2035, also taking into account the current congestion levels in the most important European airports, could bring to a 12% of unsatisfied traffic demand.

The activity programme covers three areas of interest and their task-forces (Italy participates in task-forces 1 and 3): economic and social impact (both in terms of GDP and employment levels) produced by unfulfilled demand; measurement, analysis and reporting methods for air transport delays; elaboration of guidelines, based on national experiences and strategies, for airport capacity management and planning.

ENAC is a permanent member of the ICAO Aerodrome Panel, a working group made up of experts tasked with elaborating, assessing and approving adjustments and modifications to infrastructure and airport operations regulations, in accordance to the relevant Annexes and relating Documents.

ENAC has taken part in the TEN-T (Trans European Network) meetings to define the actions aimed at connecting airports with other transportation means through the four transport corridors: Baltic/Adriatic, Scandinavian/Mediterranean, Mediterranean, Rhine/Alps. On the 13th of June in Thessaloniki ENAC participated in the first Forum on airport charges organised by the European Commission and focusing on the most critical aspects of the application of directive 2009/12/EC: responsibility and role of the Independent Supervisory Agency (ISA), assessment of market power and level of competition among airlines; consultation procedures between airport managing bodies (AMB) and users; AMB incentive mechanisms; greater involvement of airlines in the airport investment plans.

On the 3rd-4th of July in Vienna ENAC participated in the "ECAC/EU Dialogue", international conference organised by ECAC in collaboration with the European Commission and the Austrian Ministry for Transport, Innovation and Technology on European air transport competitiveness. More than 170 high representatives of the industry and aeronautical institutions took part in the three sessions of the conference focusing on the state of play, present challenges and future actions aimed at improving the competitiveness of European civil aviation and promoting a better understanding by member States' governments of the benefits that air transport can bring to the European economy as a whole.

Organisation

2014 Committee/Workgroup/Conferences on the Airport sector

ICAO

ICAO AP - Aerodromes Panel: 3rd meeting: Montréal, April 7th-11th

EU

Observatory on airport capacity and quality: Bruxelles March 28th, June 2nd

EU - DGCA's: Bruxelles, June 2nd

Meeting TEN-T CORRIDORS - DG MOVE: Bruxelles, October 6th-9th

Tessaloniki Forum on Airport Charges: Thessaloniki, June 13th

ECAC/EU

ECAC/EU Dialogue: Wien, July 2nd-4th

Crisis management

ENAC represents Italy within the EACCC (European Aviation Crisis Coordination Cell) group, established jointly by the European Commission and Eurocontrol with the aim of elaborating measures which can guarantee the continuity and security of air operations during a crisis. With that regard, the Authority has participated in meetings and international exercises particularly focusing on: management of the recent crisis related to Malaysia Airlines flight MH17 accident, last July 23rd in Ukraine, air operations security related to Tel Aviv-Ben Gurion airport, exercise-based management of nuclear emergencies and the Ebola virus management through the OMS updates sent by the Ministry of Health. In the

context of the international conference on aviation safety and passenger rights, organised on the 21st-22nd of October, in Milano by 8 October 2001 Foundation, Municipality of Milano and Demetra Centre of Studies, ENAC presented the GEN05 circular entitled: "Assistance Plan to Aircraft Accident Victims and their Families", signed on October 8th, on the 13th anniversary of the tragical Linate accident of 2001, and a brochure containing practical information for the people involved.

ENAC wants to promote a safety culture that, learning from past experiences, could turn into a concrete application of the existing regulations and guarantee the assistance and rights of all people involved in aircraft accidents, who need to be duly and carefully protected.

| Organisation | 2014 Committee/Workgroup in the Crisis Management sector |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eurocontrol/EU | EACCC - European Aviation Crisis Coordination Cell: Bruxelles, June 26 th -27 th ; Bruxelles, September 18 th ; Bruxelles, November 19 th -20 th |
| EU | Workshop on Civil Aviation Accident Emergency Plan at National Level: Bruxelles, January 31 st |
| ECAC | Workshop on Crisis Management: Paris, October 27 th -28 th |
| ICAO | FLTOPSP - Flight Operations Panel: 1 st Workgroup meeting: Montréal, June 2 nd -6 th ; 1 st Panel meeting: Montréal, October 27 th -31 st |

Passenger Rights & Facilitation

The proposal of the European Commission to review Reg. (EC) no. 261/2004 on passenger rights is currently in stand-by, pending a positive evolution of the Gibraltar question. Under the Italian chairmanship the ECAL FAL PRM Sub Group continued its works on Passenger with Reduced Mobility. In the course of the year 2014 the attachment 5G to DOC 30 has been updated, with

regard to the training of the airport managing bodies' personnel devoted to PRM passengers assistance. The ECAC DOC 30 represents a best practices reference for all EU countries dealing with PRM passengers assistance in airports (art. 9.2 Reg. (EC) no. 1107/2006). In December 2014, ENAC issued the GEN02A circular, the first in Europe to transpose the novelties introduced by ECAC.

| Organisation | 2014 Committee/Workgroup in the Passenger rights and Facilitation sector |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EU | NEB - National Enforcement Bodies for Regulation (CE) 1107/2006: PRM – Passengers with Reduced Mobility, Bruxelles, February 18 th NEB - National Enforcement Bodies for Regulation (CE) 261/2004: Air Passenger Rights: Bruxelles, October 10 th |
| ECAC | FAL – Facilitation Working Group: Prague, April 9 th ; Paris, November 18 th FAL Sub Group on the transport of persons with reduced mobility: Paris, February 13 th ; Roma, September 11 th Workshop on the Quality of Assistance Provided to Persons with Reduced Mobility: Roma, September 10 th |

Italian Presidency of the Council of the European Union

From July 1st to December 31st 2014 Italy assumed the Presidency of the Council of the European Union, held every six months by a EU member State according to a rotation system. The Italian Presidency was committed to seeking quick and tangible results with regard to some issues particularly close to the needs of EU citizens:

- Single European Sky II Plus package, consisting in two regulatory proposals presented by the European Commission on June 12th 2013 regarding
 - implementation of the Single European Sky initiative (SES II+), through the revision of Reg. (EC) no. 1070/2009, already bearing the modifications of the precedent SES I and SES II regulations (Reg. (EC) no. 550/2004, Reg. (EC) no. 551/2004 and Reg. (EC) no. 552/2004);
 - amendment of the basic EASA regulation (Reg. (EC) no. 216/2008 that established the European Aviation Safety Agency) for what concerns the implementation of the SES II+ initiative.
- Remotely piloted aircraft systems (RPAS) with the aim of defining common rules for civil use of RPAS in a safe and sustainable environment, following the Communication presented by the Commission to the Parliament and the Council on April 8th, 2014.

Single European Sky II Plus package Implementation of the Single European Sky initiative (SES II+)

Within the Transport, Telecommunications and Energy Council (TTE) held on December 3rd, the Italian Presidency reached a general approach on the proposed regulation regarding the implementation of the Single European Sky II Plus, an important result to speed up the European air traffic control reform and the air navigation services management and satisfy the growing air transport demand for the coming years. The articles contained in the proposal have been examined systematically thoroughly the entire semester of the Italian Presidency, with regard to critical areas related to: functional airspace blocks (FABs); separation between air navigation and support services, performance scheme and network management. It is worth noting the high-level ministerial conference held in Rome on November 6th-7th on the subject "Single European Sky: towards an innovative network for growth, integration and competitiveness", aiming at stimulating the debate between institutions and stakeholders with regards to ATM (Air Traffic Monitoring) modernisation, as a key driver of the economy of the European Union.

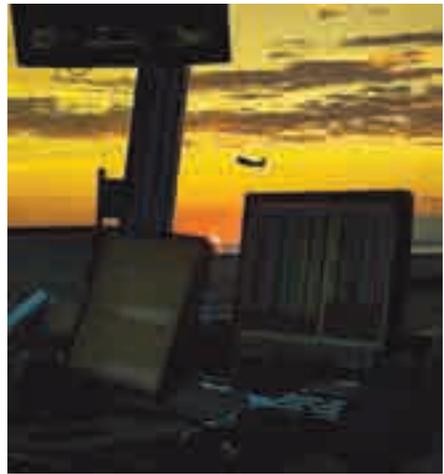
Amendment of EASA basic regulation

The Italian Presidency has chosen to limit the revision of the EASA basic regulation to changes needed to align it to the modifications introduced by the Single European Sky II Plus legislation, disregarding those issues of broader impact which will be included in a future Commission proposal. The legislation on the Single European Sky interoperability has been effectively transposed into the EASA regulation, a fundamental step for a quick development of the SESAR (Single European Sky ATM Research) project. Particular attention has been devoted to the civil-military interface, a totally innovative aspect concerning EASA and the coherence to be guaranteed with respect to the Single European Sky II Plus legislation.

Remotely Piloted Aircraft System (RPAS)

Following the Communication presented by the Commission to the Parliament and Council on April 8th, 2014, the Italian Presidency has promoted a discussion regarding the opening of the aviation market to civil use of RPAS in a safe and sustainable environment. On October 15th-16th the EASA international conference on General Aviation was held in Rome. A whole session was devoted to RPAS, in order to track the progress concerning the experiences and regulatory, experimental and operative issues, discussed in different countries including Italy, both from the civil aviation Authorities and the industry point of view. EASA plans approve a draft regulatory in the first semester of 2015. On 23rd-24th October a high-level conference was organised by the Ministry of Defence on RPAS, focusing on the multifunctional use of airspace. The presentations made by national and international actors have included a number of aspects, among which the possible RPAS application both in operational and humanitarian scenarios.











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