

**Statement of Expenses for PRM Measures  
(Persons with Reduced Mobility)  
in Copenhagen Airports  
1 November 2018 - 31 July 2019**

## Introduction

According to "Regulation (EC) No. 1107/2006 of The European Parliament and of the council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air", Copenhagen Airports A/S (CPH) is required to provide assistance and services to disabled persons and persons with reduced mobility using Copenhagen Airport for travelling by air (the PRM services). Prior to this, the airlines undertook the PRM Services.

December 2018, CPH has informed all airlines operating at Copenhagen Airport about how the assistance and services will be provided and how the airlines are required to pay for such assistance and services.

CPH has entered into a contract of 3 years with Falck Danmark A/S (Falck) applicable from 1 November 2018 until 31 October 2021 with the possibility of extending the contract twice, where as Falck will provide the assistance and services required by CPH.

In order to plan and monitor the expenses related to the provision of the PRM services, a reporting period from 1 August to 31 July the following year has been chosen. During the transition period, the first fiscal year will be the period 1 November 2018 to 31 July 2019.

In advance of each reporting period, a plan and budget for the coming period is prepared with the aim to deliver the PRM services required in a responsible and cost effective manner thus fulfilling service goals and quality standards agreed upon. The plan and the budget will be based upon a prognosis for the expected air traffic (number of passengers) and expected number of services required. Based upon this plan and budget, an on account PRM charge for the period in question is defined. In the event of a change of the assumptions for the on account PRM charge, the PRM charge can be adjusted during the period.

The PRM charge is defined as total expenses related to the PRM services divided by the number of departing passengers (paying passengers). Each airline will be invoiced based upon the number of departing passengers (paying passengers), transported by the airline for the period in question.

During the period and following dialogue with the authorities, stricter requirements have been put in place for the training of airport staff, so that not only Falck's staff must be trained. It follows from "Regulation (EC) No. 1107/2006" on the rights of persons with disabilities and persons with reduced mobility, when traveling by air, that airports have a duty to provide training for airport staff in increased awareness of equal treatment of people with disabilities. In addition, staff or subcontractors providing direct assistance to persons with disabilities or persons with reduced mobility must also be trained to meet the needs of their persons.

For each reporting period ending 31 July, CPH is required to prepare a statement of the total expenses related to the delivery of the PRM services. To the extent that the total cost of the PRM services exceeds or is less than the invoiced on account PRM charges, the balance is transferred to the following period to be covered by the PRM on account charge for that period.

Total expenses for the period 1 November 2018 to 31 July 2019 amount to DKK 63.690.830. Total invoiced PRM on account charges for the period ending 31 July 2019 amount to DKK 59.544.563. The expenses exceeding on account PRM charges for the period 1 November 2018 to 31 July 2019 amount to DKK 4.146.267 to be transferred to the following period 1 August 2019 to 31 July 2020.

CPH looks forward to continue the cooperation with the airlines, handling companies and Falck in order to ensure satisfactory PRM services to passengers needing and requesting the services.

## Statement of Expenses for PRM Services for the period 1 November 2018 - 31 July 2019

DKK

Expenses determined under the new service provider agreement with Falck for the period 1 November 2018 - 31 July 2019	
Pre-paid invoices for the period 1 November 2018 - 31 July 2019	62.313.537
<b>Total expenses determined under the service provider agreement with Falck</b>	<b>62.313.537</b>
Administration expenses undertaken by CPH	922.684
Audit expenses	33.000
Other expenses	167.688
Expenses for the period 1 November 2017 - 31 October 2018 transferred to the period 1 November 2018 - 31 July 2019	253.921
<b>Total expenses for the period 1 November 2018 - 31 July 2019</b>	<b>63.690.830</b>
<b>Total invoiced for the period 1 November 2018 - 31 July 2019</b>	<b>59.544.563</b>
Expenses exceeding on account PRM charges for the period 1 November 2018 - 31 July 2019 to be transferred to the period 1 August 2019 - 31 July 2020	4.146.267

## Accounting policies

The Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 - 31 July 2019 is prepared in accordance with the "Regulation (EC) No. 1107/2006 of The European Parliament and of the council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air".

Expenses relating to PRM services can be divided into the following groups:

- Expenses determined under the service provider agreement with Falck
- Administration expenses undertaken by CPH
- Audit expenses
- Other expenses

The expenses represent the direct costs within each of the groups described for the period in question.

### Expenses determined under the service provider agreement with Falck

These expenses, which are invoiced from Falck to CPH, represent (i) staff cost including supervision, (ii) IT-expenses including depreciation of equipment, (iii) rent, cleaning, energy etc. and (iv) other operating cost. From 1 November 2018 the expenses constitute a fixed cost at DKK 511,30 per PRM.

### Administration expenses undertaken by CPH

These expenses represent expenses concerning management and administration of the PRM Services, invoicing and collection of the PRM charges etc. In addition, the expenses also cover the interest cost associated with the difference in timing of the receipts of the on account PRM charges versus the payment of the expenses determined under the service provider contract with Falck, which is pre invoiced each quarter. The total administration expenses undertaken by CPH for the period ending 31 July 2019 amounts to DKK 922.684. The administration expense amount is indexed every year based upon the development in the net price index in Denmark since 2008/2009.

### Audit expenses

The expenses represent the expenses associated with the independent review report of the statement of the expenses for the PRM Services each year.

### Other expenses

The expenses represent costs related to training material for airport staff to increase awareness of equal treatment of people with disabilities e.g. training videos material.

## Management's Statement

The Executive Board has today considered and adopted the Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 - 31 July 2019.

The Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 - 31 July 2019 is prepared in accordance with the "Regulation (EC) No. 1107/2006 of The European Parliament and of the council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air".

Kastrup, 11 November 2019

**Copenhagen Airports A/S**



Kristian Durhuus

COO



Rasmus Hagstad Lund

CFO



# The Independent Auditor's Review Report

To the airlines operating in Copenhagen Airports A/S

We have reviewed the Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 – 31 July 2019, which comprise Statement of Expenses for PRM Services and Accounting policies (Page 3 – 4).

## Management's Responsibility for the Statement of Expenses for PRM Measures in Copenhagen Airports

Management is responsible for the preparation of the Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 – 31 July 2019 in accordance with the "Regulation (EC) No. 1107/2006 of the European Parliament and the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air" as described in the section Accounting Policies and for such internal control as Management determines is necessary to enable the preparation of the statement that are free from material misstatement, whether due to fraud or error.

## Auditor's Responsibility

Our responsibility is to express a conclusion on the Statement of Expenses for PRM Measures in Copenhagen Airports for the period 1 November 2018 – 31 July 2019 in accordance with the "Regulation (EC) No. 1107/2006 of the European Parliament and the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air". We conducted our review in accordance with the International Standard on Review of Interim Financial Information Performed by the Independent Auditor of the Entity and additional requirements under Danish auditor regulation. This requires us to conclude whether anything has come to our attention that causes us to believe that the Statement of Expenses for PRM Measures in Copenhagen Airports, taken as a whole, are not prepared, in all material respects, in accordance with the relevant reporting framework. This also requires us to comply with ethical requirements.

A review of financial statements in accordance with the International Standard on Review of Interim Financial Information Performed by the Independent Auditor of the Entity and additional requirements under Danish auditor regulation is a limited assurance engagement. The auditor performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures and evaluates the evidence obtained.

The procedures performed in a review are substantially less in scope than those performed in an audit conducted in accordance with International Standards on Auditing. Accordingly, we do not express an audit opinion on the Statements of Expenses for PRM Measures in Copenhagen Airports.

## Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the Statements of Expenses for PRM Measures in Copenhagen Airports are not prepared, in all material respects, in accordance with "Regulation (EC) No. 1107/2006 of the European Parliament and the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air" as described in the section Accounting Policies.

## Other Matter regarding Accounting Policies and Limited Use

Without modifying our opinion we draw attention to the section Accounting Policies from which it appears that the Statements of Expenses for PRM Measures in Copenhagen Airports are prepared and presented in accordance with "Regulation (EC) No. 1107/2006 of the European Parliament and the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air". The Statements of Expenses for PRM Measures in Copenhagen Airports may therefore be unsuitable for any other purposes.

Our Statement is prepared solely for use by Copenhagen Airport A/S and the airlines operating in Copenhagen Airports A/S.

Hellerup, 11 November 2019

PricewaterhouseCoopers  
Statsautoriseret Revisionspartnerselskab  
CVR No 33 77 12 31



Søren Ørjan Jensen  
State Authorised Public Accountant