

RESOLUTION 12-02-2026
SUBJECT: CONSULTATION PROCESS ON THE AIRPORT SERVICE QUALITY REGIME (ASQR) FOR 2026.
BASIC DOCUMENTS: E-mail no. 796997 / DCA and attached documents.
DISCLOSURE: ANA website; DCA, DJC, DAHD, DASC, DAGC, DAA, DAM and DEGA

ANA – Aeroportos de Portugal, S.A. (ANA) is the Concessionaire of the national airports located in Lisbon, Porto, Faro, Beja, Ponta Delgada, Santa Maria, Horta and Flores, as well as of the regional airports of Madeira and Porto Santo, pursuant to Decree-Law No. 254/2012 of 28 November, as amended by Decree-Law No. 108/2013 of 31 July.

The Airport Service Quality Regime (ASQR), which is applicable to the airports under concession airports in Lisbon, Porto, Faro, Ponta Delgada and Madeira, is based on two sets of indicators: technical infrastructure availability indicators and passenger-perceived quality indicators, as defined in Annex 7 to the Concession Agreements.

In accordance with paragraph 3 of Annex 7, ANA, in 2014 and 2015, agreed with airlines representing at least 65% of passenger traffic at each of the airports subject to the ASQR on the definition of sub-indicators and the service levels applicable to the ASQR indicators, as well as on the monitoring of an additional set of performance indicators not provided for in Annex 7 and therefore outside the scope of the ASQR, and on the disclosure of such information to the Users (ASQR Agreements 2014 and 2015).

Any amendment to the regulatory framework set out in Annex 7 concerning the ASQR indicators and the metrics applicable thereto, including, namely, the removal of existing indicators or the introduction of additional indicators, or any change to the principle of technical availability/unavailability applicable to airport infrastructure (availability) indicators, shall constitute an amendment to the Concession Agreement. Such amendment must be duly

articulated, as regards its respective impacts, with the applicable tariff system and structure and shall, in all cases, require the agreement of both the Grantor and the Concessionaire.

Pursuant to ANAC's Determination of 7 June 2024, ANA conducted, between 2024 and 2025, a negotiation process with the Users regarding the performance levels of each ASQR indicator provided for in Annex 7 to the Concession Agreement, under which ANA proposed to start sharing the monthly reporting of the information to be provided in relation to the ASQR indicators, with greater detail concerning the performance of Security Screening and Baggage Delivery, with the exception of the passenger-perceived quality indicators. In addition to increasing the information to be provided on the ASQR indicators, ANA also accepted an increase in the number of supplementary indicators to be monitored and reported, as communicated to the Users and to ANAC in its letter dated 30 September 2025.

Within this framework, and with a view to setting the minimum service levels associated with the ASQR indicators applicable in 2026, more specifically as from 1 April 2026, ANA initiated the relevant consultation process with the Users (airlines and ground handling agents) on 28 November 2025, thereby complying with the provisions of Article 71(3) of Decree-Law No. 254/2012.

With reference to the applicable legal framework, ANA promoted the participation of all Users in the ASQR 2026 consultation process by sending the respective Consultation Dossier and by providing a dedicated email address for information sharing and the submission of opinions (regulacaoeconomica@ana.pt), as well as by making itself available to hold clarification meetings regarding ANA's proposal.

Upon completion of the Users' consultation process, the following considerations are to be taken into account:

- (i) The minimum service levels established are high and extremely demanding, with all infrastructure technical availability indicators standing above 90%, and a significant number even reaching the 99% range (10 out of the 14 indicators)
- (ii) Taking into account the operational specificities, as well as the characteristics and capacity of its airport infrastructures, ANA considers that the service level agreements (SLAs) currently in place are adequate and compatible with ANA's contractual obligations,

ensuring a balance between the quality of the airport services provided and the operability of the airport network.

- (iii) ANA also considers appropriate the monitoring of the supplementary indicators that have been measured, namely the Border Control waiting times and the performance of the Departures Baggage Handling System subsystem.
- (iv) Accordingly, ANA considers it appropriate to maintain the minimum service quality levels currently in force, as well as the information provided on the complementary indicators being monitored.
- (v) In January 2026, ANAC shared with ANA the analysis carried out by IATA for measuring the Level of Service across the ANA airport network. In this context, the Authority emphasised the importance of assessing the various entities operating within the airport ecosystem, given that these are interdependent subsystems and that service quality may be affected by the actions of different users. In this regard, transparency and the availability of information are fundamental to improving the level of service and the operation of airports in Portugal.
- (vi) ANA shares the view on the need for transparency and, therefore, following the renegotiation and consultation process with the airlines, and with a view to strengthening transparency, ANA will start providing the monthly detailed breakdown of the performance indicators related to baggage delivery and security.
- (vii) Likewise, ANA will ensure a reinforcement of the additional supplementary indicators already being monitored, namely those referred to in this Resolution: Check-in, Border Control, Persons with Reduced Mobility (PRM), Delays, Passenger Boarding Bridges and Emergency Procedures. In particular, Border Control waiting times will henceforth be monitored in real time, rather than through sampling, at the Lisbon, Faro and Madeira airports, through investment in the XOVIS tool, thereby strengthening the monitoring of operations and the transparency of the information shared with the airlines.
- (viii) The measures already implemented, as well as those to be implemented, ensure, in ANA's view, an accurate representation of the overall airport service quality intended to be applied at the concessioned airports.
- (ix) Pursuant to the Law and to Directive 12/2009, ANA, in its capacity as the airport operator, is entitled to receive operational information from the airlines, in line with the need for transparency and interdependence among users highlighted in the IATA Level of Service study presented by ANAC, namely with regard to baggage delivery and check-in

operations at the concessioned airports, so as to ensure more efficient planning and management and thereby enhance the quality of the airport service provided across the network.

- (x) In this context of agreement and reciprocity, the monitoring and provision of the information referred to above in (v) and (vi) shall be conditional upon the airlines' provision of the information referred to in (ix).

Within this framework, pursuant to point (b) of paragraph 1 of Article 7 and paragraph 4 of Article 71, both of Decree-Law No. 254/2012, and in accordance with the terms and on the legal-economic grounds set out in the supporting documents to the present Resolution, it is hereby decided to approve the maintenance, in 2026, of the 2025 service levels applicable to the ASQR indicators, as set out below, as well as the measurement of the complementary indicators.

In the context of the consultation process with the Users regarding the performance levels of each ASQR indicator provided for in Annex 7 to the Concession Agreement, it is resolved to reinforce the monitoring and the provision of the additional information referred to above in (v) and (vi), conditional upon the airlines' provision of the information indicated in (ix).

ANA shall send to the airlines, by the end of the first quarter of 2026, a list identifying the information required, to be provided by the airlines on a quarterly basis as from the second quarter of 2026.

This Resolution is adopted with a waiver of the prior hearing of the interested parties, pursuant to subparagraphs (d) and (e) of Article 124 of the Code of Administrative Procedure, approved by Decree-Law No. 4/2015 of 7 January, and shall be published on ANA's website, in accordance with the requirements of Article 71(5) of Decree-Law No. 254/2012.

Karen Strougo

Vogal da Comissão Executiva

Thierry Ligonnière

Presidente da Comissão Executiva

Annex 1: Minimum Service Levels for the ASQR Indicators for 2026

TECHNICAL INFRASTRUCTURE AVAILABILITY

Indicator	Lisboa (peak)	Lisboa (off peak)	Porto	Faro	Madeira	Ponta Delgada
Runway						
<i>Minimum level</i>	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%
Stands						
<i>Minimum level</i>	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
Baggage Handling System						
Arrivals						
<i>Minimum level</i>	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
Departures						
<i>Minimum level</i>	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
Transfers						
<i>Minimum level</i>	99.00%	99.00%	99.99%	na	na	na
HBS						
<i>Minimum level</i>	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
SSBD						
<i>Minimum level</i>	99.00%	99.00%	na	na	na	na
IT Critical Systems						
CUPPS						
<i>Minimum level</i>	99.500%	99.500%	99.500%	99.500%	99.500%	99.500%
GO						
<i>Minimum level</i>	99.500%	99.500%	99.500%	99.500%	99.500%	99.500%
FIDS						
<i>Minimum level</i>	99.500%	99.500%	99.500%	99.500%	99.500%	99.500%
Boarding Bridges						
	96.00%	96.00%	99.00%	98.00%	na	na
Baggage on Arrival						
1st baggage						
% baggages delivered in x min						
<i>Minimum level</i>	90% - 30'	90% - 30'	90% - 20'	90% - 20'	90% - 20'	90% - 20'
Last baggage						
% baggages delivered in x min						
<i>Minimum level</i>	90% - 20'	90% - 20'	90% - 20'	90% - 20'	90% - 20'	90% - 20'

Indicator	Lisboa (peak)	Lisboa (off peak)	Porto	Faro	Madeira	Ponta Delgada
Hand Baggage and Passenger Security Control						
% passengers processed in x min						
<i>Minimum level</i>	90% - 15'	90% - 10'	90% - 10'	90% - 10' (Q1) 90% - 15' (Q2/ Q3) 90% - 13' (Q4)	90% - 10'	90% - 10'
People Movers						
Escalators						
<i>Minimum level</i>	96.00%	96.00%	99.00%	99.00%	98.00%	na
Traveltors						
<i>Minimum level</i>	98.00%	98.00%	99.00%	99.00%	na	na
Elevators						
<i>Minimum level</i>	96.00%	96.00%	99.00%	99.00%	98.00%	98.00%

Nomenclature and Designations

HBS - *Hold Baggage Screening.*

SSBD - *Self Service Bag Drop*

CUPPS - *Common Use Passenger Processing System*

SGO Operational Management System (centralized system)

FIDS - *Flight Information Display System*

1st Baggage - availability time of first baggage, after aircraft block time.

Last Baggage - availability time of last baggage, after 1st baggage.

Hand baggage and passenger security control - waiting time from the passenger's joining the line to begin waiting until the passenger is served in the x-ray machine.

Minimum Service Level - amount from the last consultation process with users; any amount below this number is considered a breach of minimum agreed performance.

Note: If future situations occur like those during the pandemic and the restrictions it imposed, and to reflect the service actually provided, the figures for equipment availability will be determined considering equipment available for operation and excluding equipment which no longer serves flights or passengers due to deactivated areas.

PASSENGER SATISFACTION

Indicators Subject to Financial Penalties	LIS	OPO	FAO	FNC	PDL
Baggage trolley availability					
Ease of finding one's way in the airport					
Flight information screens					
Courtesy and helpfulness of airport staff					
Availability of toilets		Minimum service level of 2.50 (1 to 5)			
Cleanliness of toilets					
Comfort of waiting areas/boarding gates					
Cleanliness of airport terminal					

Indicators Subject to Corrective Action Plans	LIS	OPO	FAO	FNC	PDL
Overall satisfaction with airport					
Parking availability					
Waiting time for check-in					
Waiting time at passport control					
Waiting time at security inspection		Minimum service level of 3.00 (1 to 5)			
Ease of connecting with other flights					
Passport control at arrivals					
Speed of baggage delivery					
Customs control					

* due to the specific characteristics of the Faro and Madeira Airports, dedicated almost exclusively to point-to-point connections, this indicator is not measured.

NEW ADDITIONAL SUPPLEMENTARY INDICATORS

Although not defined in Annex 7 of the Concession Agreement, ANA will start monitoring the following indicators:

Check-in

Provision, upon request from airlines, of information on check-in opening and closing times and the number of counters in operation.

Border Control (Immigration, Emigration, and Customs)

Monitoring of waiting times at border controls shall continue in accordance with the 2014 and 2015 ASQR Agreements.

Real-time monitoring of the average time and 90th percentile indicators using the XOVIS system at Lisbon, Faro, and Madeira airports.

At Lisbon Airport, inclusion of the average time and 90th percentile customs waiting time indicators in the quarterly ASQR reports.

Passengers with Reduced Mobility (PRM)

Sharing with airlines the quarterly reports submitted to ANAC, including monthly detail of minimum service levels per airport.

Non-cumulative monthly reporting of service performance by waiting time intervals, while maintaining the previously agreed minimum service levels, which are quarterly, cumulative, and above ECAC recommendations.

In the quarterly reports submitted to ANAC, reporting of the number of delayed movements attributable to PRM service.

Delays and Passenger Boarding Bridges

Provision, upon request from airlines, of information on the time elapsed between chocking of aircraft wheels and docking of passenger boarding bridges.

Emergency Procedures

Provision of the list of operational, maintenance, and emergency procedures in force until the end of the 1st quarter of 2026.

Additional Information to be Provided:

In addition, and in accordance with the response sent to airlines on 30 September 2025, ANA reinforces its commitment to transparency and reliability of operational information through the following actions:

- By the end of the 1st quarter of 2026, provision of the preventive maintenance schedule for the systems covered by the ASQR;
- During 2026, assessment of the technical feasibility of integrating new equipment into the monitoring of system and equipment availability, based on the airline's letter received on 24 June;

- During 2026, development of a pilot dashboard proposal consolidating the main technical availability indicators, in accordance with point 3.6 of the airline's letter received on 24 June.

During 2026, ANA will initiate the process of replacing the maintenance management system, representing a significant investment, with a view to its modernization and substantial improvement.