

11 December 2025

Dear airline partner,

Following the annual PRM Levy meeting held on 13 November 2025, we hereby confirm the PRM Levy for the tariff year 1 April 2026 through 31 March 2027. In line with the applicable legal framework (EU Regulation 1107/2006) and our consultation procedure, the levy has been set at €2.41 per departing passenger. Compared to the previously communicated amount, this represents a decrease of €0.03 per departing passenger. The amount is cost-based and transparent and is determined by dividing the total allocated costs for PRM assistance by the number of departing passengers.

During and after the meeting on 13 November, we received numerous questions regarding the process, the transparency of the tariff structure, contractual adjustments, and potential cost-reduction measures. To address these questions and comments thoroughly, we required additional time. Naturally, these considerations have been taken into account in the final determination of the levy. Our legal experts and financial controllers have confirmed that the levy cannot be further reduced, as PRM services are provided and charged strictly on a cost basis. Compliance is monitored by an external auditor.

**Explanation of the tariff structure**

- In the letter you received from Schiphol on 31 October 2025 and during the meeting on 13 November, the various components of the PRM levy were explained. The cost items—Axxicom costs, RSG depreciation, and settlements for the current/previous year—are fixed based on the contract between RSG and Axxicom or result from enforcement by the supervisory authority ILT. When the contract with Axxicom was concluded, airlines were consulted in accordance with the requirements of PRM Regulation 1107/2006.
- In the presentation you also received on 31 October 2025 and reviewed in detail during the meeting on 13 November, all components of the PRM levy were further specified, along with the underlying assumptions (expected passengers, expected departing passengers, PRM index %, job mix) and the calculation methodology.

**Adjustments compared to the draft calculation**

- RSG has decided to exclude the advance payment for the EES project: the previously considered advance of €1 million for the EES project will not be included in the PRM Levy 2026. Costs related to EES will be charged retrospectively based on actuals through a surcharge. This ensures accurate allocation and prevents pre-financing via the tariff.
- By excluding the above advance, the PRM Levy for 2026 has been set at €2.41 per departing passenger.

**Justification for the increase compared to 2025**

The increase in the PRM levy is substantiated on a business and prospective basis and results from:

- A proposed penalty order by the supervisory authority, the Human Environment and Transport Inspectorate (ILT), which has led to increased staffing to meet operational quality and presence requirements.
- Indexation and collective labor agreement adjustments, resulting in higher wage costs.
- Volume effects (higher PRM index %) and a shift in job mix (more remote/semi-remote), leading to an increase in job pricing.

The details of the proposed penalty order and the associated (then indicative) costs for additional staffing were explained during the interim PRM Levy meeting on 27 May 2025; the other aspects were addressed during the meeting on 13 November.

**Outlook for 2026**

As communicated during the meeting on 13 November 2025, RSG is preparing for a new contract period for PRM services. In accordance with PRM Regulation 1107/2006, airlines will be consulted in this process. The exact timeline is not yet known. An invitation will follow via the OPS Newsflash.

Additionally, RSG will launch several initiatives aimed at increasing PRM passenger autonomy and reducing inefficiencies in PRM services (such as “go shows” and “no shows”). These initiatives are intended to control costs and will require the involvement of a broad group of stakeholders, including airlines. Invitations to participate will also follow via the OPS Newsflash.

Finally, we inform you that RSG, at the request of several airlines, has initiated an airport benchmark to objectively compare its PRM costs with peer airports in Europe.

**Next step**

- Publication of the confirmed PRM levy rate effective 1 April 2026
- The received questions will be answered no later than 31 December 2025. The answers will be shared with the participants of the PRM Levy meeting held on 13 November 2025. If you did not attend but would still like to receive the responses, please let us know via [customersupport@schiphol.nl](mailto:customersupport@schiphol.nl).
- Placeholders for PRM Levy meetings in 2026

**Attachment**

1. PRM levy 2026 – Calculation

Kind regards,

**Marleen Hartkamp**

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Airport Operations & Aviation Partnerships