

Service Level Agreements for Special Assistance: Here is how our PRM service provider OCS performed from April 2026 to September 2026 against ECAC Standards.

		Standard	April	May	June	July	August	September
Departures	Prebooked	Dep PB Total pax	594	681	660	685	689	730
		Dep PB 10 mins	100% (594)	100% (681)	100% (660)	100% (685)	100% (689)	100% (730)
		Dep PB 20 mins	100% (594)	100% (681)	100% (660)	100% (685)	100% (689)	100% (730)
		Dep PB 30 mins	100% (594)	100% (681)	100% (660)	100% (685)	100% (689)	100% (730)
	Non-prebooked	Dep NPB Total pax	123	179	190	178	197	241
		Dep NPB 25 mins	100% (123)	100% (179)	100% (190)	100% (178)	100% (197)	100% (241)
		Dep NPB 35 mins	100% (123)	100% (179)	100% (190)	100% (178)	100% (197)	100% (241)
		Dep NPB 45 mins	100% (123)	100% (179)	100% (190)	100% (178)	100% (197)	100% (241)

		Standard	April	May	June	July	August	September
Arrivals	Prebooked	Arr PB Total pax	738	904	962	994	1019	1069
		Arr PB 5 mins	100% (738)	79.65% (720)	78.69% (757)	82.29% (818)	79.20% (807)	74.56% (797)
		Arr PB 10 mins	100% (738)	93.47% (845)	95.63% (920)	95.77% (952)	94.50% (963)	95.98% (1026)
		Arr PB 20 mins	100% (738)	100% (904)	100% (962)	100% (994)	100% (1019)	100% (1069)
		Arr PB 30 mins	100% (738)	100% (904)	100% (962)	100% (994)	100% (1019)	100% (1069)
		Arr PB 45 mins	100% (738)	100% (904)	100% (962)	100% (994)	100% (1019)	100% (1069)
		Arr PB 60 mins	100% (738)	100% (904)	100% (962)	100% (994)	100% (1019)	100% (1069)
		% no shows (pre booked arrivals)	8%	5%	8%	8%	6%	7%
	Non-prebooked	Arr NPB Total pax	95	104	112	119	160	143
		Arr NPB 25 mins	97.89% (93)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		Arr NPB 35 mins	100% (95)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		Arr NPB 45 mins	100% (95)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		Arr NPB 60 mins	100% (95)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		Arr NPB 75 mins	100% (95)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		Arr NPB 85 mins	100% (95)	100% (104)	100% (112)	100% (119)	100% (160)	100% (143)
		All	Number of passengers that waited over 45 minutes for assistance (Pre booked and non-prebooked):	0	0	0	0	0