



## Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, Swissport, performed from October 2020 to March 2021 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		82	30	35	22	8	18	Numbers of PRMs		146	56	68	19	7	14
	10 mins	80%							5 mins	80%	100%	100%	100%	95%	100%	100%
	20 mins	90%							10 mins	90%	100%	100%	100%	100%	100%	100%
	30 mins	100%							20 mins	100%	100%	100%	100%	100%	100%	100%
									30 mins							
									45 mins							
									60 mins							
Non pre-booked	Numbers of PRMs		52	72	47	38	24	37	Numbers of PRMs		85	99	65	13	15	31
	25 mins	80%							25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%							35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%							45 mins	100%	100%	100%	100%	100%	100%	100%
									60 mins							
								75 mins								