



Service Level Agreements for Special Assistance:

Here is how our PRM service provider OCS performed from October 2025 to March 2026 against ECAC Standards.

Departing - all PRMs								
W25-26		Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		559	371	657	384	270	387
	10 mins	80%	99.64% (557)	99.73% (370)	100% (657)	100% (384)	100% (270)	99.74% (386)
	20 mins	90%	100% (559)	100% (371)	100% (657)	100% (384)	100% (270)	100% (387)
	30 mins	100%	100% (559)	100% (371)	100% (657)	100% (384)	100% (270)	100% (387)
Non pre-booked	Numbers of PRMs		142	130	132	103	97	94
	25 mins	80%	100% (142)	100% (130)	100% (132)	100% (103)	100% (97)	100% (97)
	35 mins	90%	100% (142)	100% (130)	100% (132)	100% (103)	100% (97)	100% (97)
	45 mins	100%	100% (142)	100% (130)	100% (132)	100% (103)	100% (97)	100% (97)

Arriving - all PRMs								
W25-26		Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		796	519	838	445	421	504
	5 mins	80%	81.53% (649)	87.28% (453)	81.74% (685)	84.94% (378)	86.94% (366)	90.08% (454)
	10 mins	90%	93.72% (746)	94.61% (491)	94.75% (794)	96.63% (430)	95.96% (404)	98.02% (494)
	20 mins	100%	100% (796)	100% (519)	100% (838)	100% (445)	100% (421)	100% (504)
	30 mins		100% (796)	100% (519)	100% (838)	100% (445)	100% (421)	100% (504)
	45 mins		100% (796)	100% (519)	100% (838)	100% (445)	100% (421)	100% (504)
	60 mins		100% (796)	100% (519)	100% (838)	100% (445)	100% (421)	100% (504)
Non pre-booked	Numbers of PRMs		124	90	78	74	53	60
	25 mins	80%	100% (124)	100% (90)	100% (78)	100% (74)	100% (53)	100% (60)
	35 mins	90%	100% (124)	100% (90)	100% (78)	100% (74)	100% (53)	100% (60)
	45 mins	100%	100% (124)	100% (90)	100% (78)	100% (74)	100% (53)	100% (60)
	60 mins	100%	100% (124)	100% (90)	100% (78)	100% (74)	100% (53)	100% (60)
	75 mins	100%	100% (124)	100% (90)	100% (78)	100% (74)	100% (53)	100% (60)