

|                | Departing                                                                             |        |             |             |             |              |             |              |                | Arriving                                                                              |        |              |              |              |              |              |              |
|----------------|---------------------------------------------------------------------------------------|--------|-------------|-------------|-------------|--------------|-------------|--------------|----------------|---------------------------------------------------------------------------------------|--------|--------------|--------------|--------------|--------------|--------------|--------------|
|                | Standard (time assistance available at gate or aircraft side from arrival on chocks ) | Target | April       | May         | June        | July         | August      | September    |                | Standard (time assistance available at gate or aircraft side from arrival on chocks ) | Target | April        | May          | June         | July         | August       | September    |
| Pre-booked     | Numbers of PRMs                                                                       |        | 365         | 492         | 500         | 515          | 504         | 602          | Pre-booked     | Numbers of PRMs                                                                       |        | 487          | 643          | 702          | 690          | 762          | 809          |
|                | 10 mins                                                                               | 80%    | 98.9% (361) | 99.8% (491) | 99.8% (499) | 100% (515)   | 99.8% (503) | 99.67% (600) |                | 5 mins                                                                                | 80%    | 89.73% (437) | 94.22% (603) | 85.43% (598) | 85.78% (591) | 91.3% (693)  | 87.58% (705) |
|                | 20 mins                                                                               | 90%    | 100% (365)  | 99.8% (491) | 100% (500)  | 100% (515)   | 100% (504)  | 100% (602)   |                | 10 mins                                                                               | 90%    | 94.87% (462) | 100% (640)   | 96.29% (674) | 94.19% (649) | 96.84% (735) | 95.90% (772) |
|                | 30 mins                                                                               | 100%   | 100% (365)  | 100% (492)  | 100% (500)  | 100% (515)   | 100% (504)  | 100% (602)   |                | 20 mins                                                                               | 100%   | 99.38% (484) | 100% (640)   | 100% (700)   | 100% (690)   | 100% (759)   | 100% (805)   |
|                |                                                                                       |        |             |             |             |              |             |              |                | 30 mins                                                                               |        | 100% (487)   | 100% (640)   | 100% (700)   | 100% (690)   | 100% (759)   | 100% (805)   |
|                |                                                                                       |        |             |             |             |              |             |              |                | 45 mins                                                                               |        | 100% (487)   | 100% (640)   | 100% (700)   | 100% (690)   | 100% (759)   | 100% (805)   |
|                |                                                                                       |        |             |             |             |              |             |              |                | 60 mins                                                                               |        | 100% (487)   | 100% (640)   | 100% (700)   | 100% (690)   | 100% (759)   | 100% (805)   |
| Non pre-booked | Numbers of PRMs                                                                       |        | 131         | 189         | 161         | 163          | 189         | 180          | Non pre-booked | Numbers of PRMs                                                                       |        | 80           | 190          | 159          | 149          | 146          | 135          |
|                | 25 mins                                                                               | 80%    | 100% (131)  | 100% (189)  | 100% (161)  | 99.39% (162) | 100% (189)  | 100% (180)   |                | 25 mins                                                                               | 80%    | 100% (80)    | 100% (190)   | 100% (159)   | 98.66% (147) | 100% (145)   | 100% (135)   |
|                | 35 mins                                                                               | 90%    | 100% (131)  | 100% (189)  | 100% (161)  | 100% (163)   | 100% (189)  | 100% (180)   |                | 35 mins                                                                               | 90%    | 100% (80)    | 100% (190)   | 100% (159)   | 100% (149)   | 100% (145)   | 100% (135)   |
|                | 45 mins                                                                               | 100%   | 100% (131)  | 100% (189)  | 100% (161)  | 100% (163)   | 100% (189)  | 100% (180)   |                | 45 mins                                                                               | 100%   | 100% (80)    | 100% (190)   | 100% (159)   | 100% (149)   | 100% (145)   | 100% (135)   |
|                |                                                                                       |        |             |             |             |              |             |              |                | 60 mins                                                                               |        | 100% (80)    | 100% (190)   | 100% (159)   | 100% (149)   | 100% (145)   | 100% (135)   |
|                |                                                                                       |        |             |             |             |              |             |              |                | 75 mins                                                                               |        | 100% (80)    | 100% (190)   | 100% (159)   | 100% (149)   | 100% (145)   | 100% (135)   |