

### Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2019 to September 2019 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	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		2684	3693	3511	2922	3251	4264	Numbers of PRMs		3206	4769	4934	4633	4076	5153
	10 mins	80%	97.43%	97.89%	99.00%	98.84%	98.03%	97.07%	5 mins	80%	87.33%	83.93%	87.78%	90.22%	88.62%	85.46%
	20 mins	90%	99.18%	99.46%	99.83%	99.79%	99.35%	99.20%	10 mins	90%	97.94%	97.50%	98.46%	98.77%	98.58%	96.93%
	30 mins	100%	99.71%	99.89%	100.00%	99.93%	99.78%	99.60%	20 mins	100%	99.88%	99.52%	99.61%	99.87%	99.73%	99.07%
Non pre-booked	Numbers of PRMs		856	1291	1227	1176	1198	1551	Numbers of PRMs		896	1037	1170	1338	1203	1380
	25 mins	80%	97.43%	99.77%	99.92%	99.91%	100.00%	99.74%	25 mins	80%	99.89%	99.81%	99.23%	99.48%	99.83%	99.71%
	35 mins	90%	100.00%	99.85%	99.92%	99.91%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	99.57%	100.00%	99.92%	100.00%
	45 mins	100%	100.00%	99.85%	100.00%	99.91%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%