

Service Level Agreements for Special Assistance

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

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct	Nov	Dec	Jan	Feb	March
Pre-booked	Numbers of PRMs		1260	1038	1372	828	1029	1648	Numbers of PRMs		1636	1296	1458	1112	1077	1933
	10 mins	80%	99.84%	99.90%	99.78%	99.76%	99.81%	99.70%	5 mins	80%	96.02%	96.76%	94.43%	93.79%	95.17%	90.79%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	99.63%	99.61%	99.11%	98.29%	97.86%	97.41%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	99.93%	100.00%	99.81%	99.74%
Non pre-booked	Numbers of PRMs		572	622	457	356	404	663	Numbers of PRMs		595	471	539	441	467	722
	25 mins	80%	100.00%	100.00%	99.78%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	99.44%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.72%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%