

Service Level Agreements for Special Assistance

Here is how our Special Assistance service provider, Omniserv, performed in 2014 against our service level agreement.

Departing passengers

For pre-booked departing customers upon arrival at the airport, once they have made themselves known:

- 90% should wait no longer than 10 minutes
 - Actual 97.28%
- 100% should wait no longer than 15 minutes
 - Actual 98.99%

For non-pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:

- 90% should wait no longer than 15 minutes
 - 99.16%
- 100% should wait no longer than 20 minutes
 - 99.52%
- 100% of departing passengers should reach their aircraft in time to enable timely pre-boarding and departure (dependent on traveller reporting time). This also applies to connecting passengers (subject to flights arriving and departure according to schedule).
 - Actual 99.73%

Arriving passengers

For pre-booked arriving customers, assistance should be available at the gate-room/aircraft side for:

- 90% of customers within 10 minutes of “on chocks”
 - Actual 85.86%
- 100% within 15 minutes
 - Actual 90.64%

For non-pre-booked arriving customers, assistance should be available at the gate-room/aircraft side for:

- 90% of customers within 20 minutes of “on chocks”
 - Actual 91.10%
- 100% within 25 minutes
 - Actual 93.56%