

### Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2023 to March 2024 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	Mar	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	Numbers of PRMs		3564	2638	2935	2138	2160	2760	Numbers of PRMs		5025	3125	3708	2963	2855	3848
	10 mins	80%	99.49%	98.82%	99.01%	98.36%	98.19%	98.08%	5 mins	80%	87.34%	92.83%	90.37%	92.34%	91.80%	89.91%
	20 mins	90%	99.78%	99.43%	99.49%	99.53%	99.31%	99.02%	10 mins	90%	94.15%	97.41%	96.12%	97.00%	96.22%	94.91%
	30 mins	100%	99.94%	99.81%	99.73%	99.91%	99.81%	99.53%	20 mins	100%	99.40%	99.97%	99.95%	99.87%	99.30%	98.70%
Non pre-booked	Numbers of PRMs		1227	731	888	674	666	795	Numbers of PRMs		1717	1072	959	877	795	1034
	25 mins	80%	100.00%	100.00%	99.66%	99.85%	100.00%	99.87%	25 mins	80%	99.18%	99.72%	99.90%	100.00%	98.99%	99.71%
	35 mins	90%	100.00%	100.00%	99.77%	100.00%	100.00%	100.00%	35 mins	90%	99.94%	100.00%	99.90%	100.00%	99.62%	99.90%
	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%

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