

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2024 to March 2025 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		4618	3366	3666	2416	2470	3325	Numbers of PRMs		7091	4374	4771	3761	3477	4702
	10 mins	80%	99.65%	98.25%	98.45%	98.97%	98.74%	98.56%	5 mins	80%	90.07%	91.08%	87.53%	87.40%	87.52%	87.75%
	20 mins	90%	99.91%	99.41%	99.40%	99.67%	99.35%	99.46%	10 mins	90%	94.61%	95.61%	93.27%	93.94%	93.27%	95.13%
	30 mins	100%	99.98%	99.67%	99.70%	99.88%	99.68%	99.76%	20 mins	100%	98.41%	98.99%	98.05%	98.19%	98.68%	99.49%
Non pre-booked	Numbers of PRMs		1340	882	959	780	698	884	Numbers of PRMs		1413	972	1022	846	726	1021
	25 mins	80%	99.85%	99.89%	99.79%	99.36%	99.71%	99.55%	25 mins	80%	99.36%	99.49%	98.83%	99.41%	99.32%	99.80%
	35 mins	90%	99.93%	100.00%	99.90%	99.74%	99.86%	99.77%	35 mins	90%	99.93%	100.00%	99.80%	100.00%	99.73%	99.80%
	45 mins	100%	100.00%	100.00%	100.00%	99.87%	100.00%	99.77%	45 mins	100%	99.93%	100.00%	100.00%	100.00%	100.00%	99.90%