

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2025 to March 2026 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		4943	3556	3952	2859	2552	3533	Numbers of PRMs		8183	4959	5494	4406	3928	5223
	10 mins	80%	99.25%	99.04%	99.34%	99.06%	99.45%	99.35%	5 mins	80%	86.73%	87.64%	84.18%	87.68%	88.54%	86.48%
	20 mins	90%	99.82%	99.75%	99.80%	99.51%	99.76%	99.92%	10 mins	90%	92.58%	93.00%	91.30%	93.94%	94.04%	92.67%
	30 mins	100%	99.96%	99.83%	99.95%	99.86%	99.92%	100.00%	20 mins	100%	98.01%	98.27%	98.07%	98.46%	98.75%	98.58%
									30 mins		99.43%	99.40%	99.82%	99.55%	99.69%	99.81%
									45 mins		99.95%	99.98%	99.96%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		1397	969	1170	1053	896	982	Numbers of PRMs		1541	1147	1019	936	823	1159
	25 mins	80%	99.86%	100.00%	100.00%	99.53%	99.89%	100.00%	25 mins	80%	99.16%	99.56%	99.21%	99.68%	98.91%	98.88%
	35 mins	90%	99.86%	100.00%	100.00%	100.00%	99.89%	100.00%	35 mins	90%	99.74%	99.83%	100.00%	100.00%	100.00%	99.74%
	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%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%