

### Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2022 to September 2022 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Numbers of PRMs		1790	2787	2971	2478	2758	3736	Numbers of PRMs		2312	3316	3747	3885	3449	4366
	10 mins	80%	99.22%	98.56%	99.09%	99.64%	99.24%	98.34%	5 mins	80%	92.13%	87.39%	85.24%	90.68%	90.89%	87.47%
	20 mins	90%	99.89%	99.39%	99.73%	99.88%	99.82%	99.22%	10 mins	90%	96.89%	92.19%	93.94%	96.24%	96.29%	93.11%
	30 mins	100%	100.00%	99.53%	99.72%	100.00%	99.93%	99.79%	20 mins	100%	99.35%	97.62%	99.31%	99.72%	99.71%	98.72%
Non pre-booked	Numbers of PRMs		867	1325	1406	1180	1039	1244	Numbers of PRMs		850	1266	1343	1493	1258	1362
	25 mins	80%	100.00%	99.62%	99.86%	100.00%	100.00%	99.60%	25 mins	80%	99.76%	99.45%	99.63%	99.73%	99.60%	99.34%
	35 mins	90%	100.00%	99.70%	99.93%	100.00%	100.00%	100.00%	35 mins	90%	99.88%	99.92%	99.93%	100.00%	100.00%	99.85%
	45 mins	100%	100.00%	99.77%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	99.92%	100.00%	100.00%	100.00%	100.00%