

### Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2023 to September 2023 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		2757	3847	3493	2866	3218	4050	Numbers of PRMs		3493	4927	4869	4335	3960	4704
	10 mins	80%	98.89%	98.83%	99.06%	99.58%	99.07%	98.99%	5 mins	80%	90.81%	86.28%	86.08%	91.07%	91.14%	85.42%
	20 mins	90%	99.78%	99.61%	99.48%	99.97%	99.60%	99.46%	10 mins	90%	95.30%	93.04%	92.28%	95.80%	95.66%	92.69%
	30 mins	100%	99.96%	99.87%	99.91%	100.00%	99.91%	99.88%	20 mins	100%	98.60%	98.25%	97.21%	99.28%	99.19%	99.06%
Non pre-booked	Numbers of PRMs		795	1249	1246	1232	1165	1394	Numbers of PRMs		1240	1798	1780	1837	1486	1679
	25 mins	80%	100.00%	99.92%	100.00%	100.00%	99.66%	99.78%	25 mins	80%	98.95%	99.22%	99.04%	99.73%	99.26%	99.58%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%	35 mins	90%	99.68%	99.89%	99.83%	100.00%	100.00%	99.94%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%	45 mins	100%	99.76%	100.00%	100.00%	100.00%	100.00%	100.00%