

### Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2020 to March 2021 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		358	208	180	569	49	91	Numbers of PRMs		525	253	202	99	57	82
	10 mins	80%	99.72%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	96.57%	97.63%	98.51%	98.99%	100.00%	97.56%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	98.86%	99.60%	99.50%	98.99%	100.00%	98.78%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		165	116	103	62	50	65	Numbers of PRMs		176	141	109	67	49	50
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	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%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%