

Service Level Agreements for Special Assistance

Departing passengers

For pre-booked departing customers upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 5 minutes for assistance.
- 90% should wait no longer than 10 minutes.
- 100% should wait no longer than 15 minutes.

For non-pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes.
 - 90% should wait no longer than 15 minutes.
 - 100% should wait no longer than 20 minutes.
- 100% of departing passengers should reach their aircraft in time to enable timely preboarding and departure (dependent on traveller reporting time).

Arriving passengers

For pre-booked arriving customers, assistance should be available at the gate-room/aircraft side for

100% of customers on arrival.

For non pre-booked arriving customers, assistance should be available at the gateroom/ aircraft side for:

- 80% of customers within 10 minutes of "on chocks".
- 90% within 15 minutes.
- 100% within 25 minutes