

Service level agreement for special assistance

Departing customers

- For Pre-Booked Departing Customers (passengers having informed the airline or the tour operator of their need for assistance no later than 48h before flight departure). Upon arrival at the airport, once they have made themselves known:
 - ▶ 90% of customers should wait no longer than 10 minutes for assistance.
 - ▶ 100% should wait for no longer than 20 minutes.

- For non pre-booked departing customers, Upon arrival at the airport, once they have made themselves known:
 - ▶ Passengers should wait no longer than 45 minutes for a departure between 5 am and Midnight.
 - ▶ Passengers should wait no longer than one hour for a departure between Midnight and 5 am.

Arriving passengers

- For Pre-Booked Arriving Customers (passengers having informed the airline or the tour operator of their need for assistance no later than 48h before flight departure) Assistance should be available :
 - ▶ From aircraft arrival on stand (on chocks) for 99% of passengers
 - ▶ Within 5 minutes after all other passengers have left the aircraft for 100% of passengers.

- For non pre booked arriving customers, assistance should be available from aircraft arrival on stand (on chocks)
 - ▶ Within 15 minutes for an arrival between 5am and midnight
 - ▶ Within one hour for an arrival between midnight and 5 am or for any non programmed flight.