SERVICE LEVEL AGREEMENT





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Compensa	Compensation Range % of Start and Landing Fees – monthly basis									
Service	Driver	Target 100%	Perform. 99,9% 98%	Perform. 97,9% 96%	Perform. 95,9% 94%	Perform. 94,9% 92%	Perform. ≤ 91,9%	Note		
Airport Facilities	Airport Facilities functionality	0%	0%	3%	5%	7%	10%	For flights delayed for reasons attributable to airport fac. (dly 87 >15')		
Other Automated System	System functionality	0%	0%	3%	5%	7%	10%	For flights delayed for reasons attributable to IT airport infrastructure (dly 58 >15')		
Special Assistance	Efficienza del processo	0%	0%	3%	5%	7%	10%	For flights delayed for reasons caused by delayed PRM service (dly 19 >15')		
Security	Waiting time	0%	0%	3%	5%	7%	10%	For flights delayed for reasons attributable to security (dly 85 >15')		
Performance dei Vettori	Driver	Target 100%	Compensation apply			Compensation doesn't apply		Note		
Late arrival of aircraft from another flight or previous sector	Flight Delay	0%	<12%			≥12%		Flights delayed for reasons attributable to dly 93 >15'		
Early Arrivals	Early Arrival	0%	<10%		≥10%		Early arrivals >15'			



METHODOLOGY

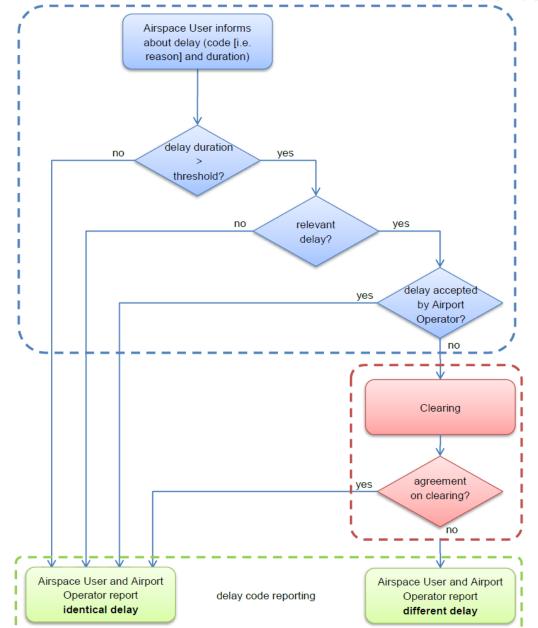
The approach used to determine the compensation range is the following:

- Compensation Range (CSR, Core Service Rebate % of Start and Landing Fees) will be calculated on monthly basis monitoring the delay performance on the Airport Information System
- Monthly performance will be calculated from IATA delay codes registered on the airport daily Journal, upon agreement btw the airline and AdB Operations, according to the delay codes validation process described below
- Possibile penalties will appy only in case the total delays (>15') of each specific IATA delay code, of the airport
 management company responsibility, exceed the target and will be applied to all the flights delayed for that specific
 code.
- The compensation will apply only in case both the following conditions are valid for the month taken into account:
 - a. that the total percentage of delays caused by the late arrival of the aircraft in transit (IATA delay code 93 >15') don't exceed or be equal to the 12% of the total departing flights;
 - b. that the percentage of early arrivals (>15') don't exceed the 10% of total arriving flights.
- Possibile penalties will appy to take off and landing fees of those flights which are off target.
- Possibile penalties will appy only to scheduled flights regularly operating on Aeroporto di Bologna (no diverted flights, no spot flights), to carriers up to date with the payments (no more than 30 days delayed)

DELAY CODES VALIDATION PROCESS



GENERIC DELAY CODES VALIDATION PROCESS (based on the German armonization model)



LEVEL OF SERVICE AGREEMENT



BAGGAGE DELIVERY PERFORMANCE COMPENSATION

PERFORMANCE MONITORING

- 1. Monthly airport performance is analyzed in the committee for Regularity and Quality of Airport Services with the direct involvement of carriers, and thus focusing on baggage delivery performances which exceed the 40 minutes' provided for in the airport's minimum standards.
- 2. As for the future, and conditioned to the programmed infrastructural development which is expected to have a positive impact on baggage delivery process, Aeroporto di Bologna will consider the introduction of the above mentioned standard among BLQ SLAS, and reserving the right to introduce adequate mechanisms in the commercial contracts between airlines and handlers

Airline Service Standard												
SERVICE	Driver	Target (Punctuality)	Perform. 99,9% 98%	Perform. 97,9% 96%	Perform. 95,9% 94%	Perform. 94,9% 92%	Perform. ≤ 91,9%	Note				
BAGGAGE DELIVERY	WAITING TIME	40'	-	-	-	-	-	LAST BAG DELIVERY TIME FROM ATA				

