



SERVICE LEVEL AGREEMENT 2020-2023



DESCRIPTION	Dly code	KPI	0%	<=1%	>1% - 4%	>4% - 6%	>6% - 8%	>8%-10%	rebate calculation basis
PRM	19	% delay on departure	0%	0%	3%	5%	7%	10%	PRM
PAX security	85	% delay on departure	0%	0%	3%	5%	7%	10%	security pax
IT infrastructure	58	% delay on departure	0%	0%	3%	5%	7%	10%	a/d
DESCRIPTION	Dly code	KPI	0%	<=5%	>5% -6%	>6% - 7%	>7% - 8%	>8%-10%	rebate calculation basis
De-icing	75	% delay on departure	0%	0%	3%	5%	7%	10%	boarding pax
DESCRIPTION		KPI	0%	<=0,3%	>0,3% - 0,4%	>0,4% - 0,6%	>0,6% - 0,8%	>0,8% - 1%	rebate calculation basis
BHS	no mishandled bags due to BHS	% on total departing bags	0%	0%	0%	3%	5%	7%	a/d

DESCRIPTION	KPI/Dly code	Compensation applies	Compensation doesn't apply
Last Baggage delivery > 40 min	Waiting time	< 2,0%	>=2,0%



Methodology

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

- **Compensation Range (CSR, Core Service Rebate - % of landing and take-off fees) will be calculated on a monthly basis, according to the monitoring of punctuality performance observed by the ADB Operational Business Intelligence system**
- **Monthly performance will be calculated using the IATA delay codes registered on the airport daily Journal, upon agreement between the airline and ADB Operations, according to the delay codes validation process described below**
- **The penalty, if any, will apply 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 only apply if all the three following conditions are met concurrently in the month of reference:**
 - a. the percentage of delays caused by the delayed arrival of the aircraft in transit (IATA delay code 93 >15') does not equal or exceed 12% of the total departing flights;**
 - b. the percentage of early arrivals (>15') does not equal or exceed 10% of total arriving flights;**
 - c. the percentage of luggage delivered in more than 40 minutes does not equal or exceed 2% of correctly delivered arriving luggage.**
- **The penalty, if any, will apply to the landing and take-off fees for flights which are off-target.**
- **The penalty will apply only to regularly scheduled flights operating on Aeroporto di Bologna (no diverted flights and no spot flights), to carriers current with their charges payments (with a delay not exceeding 30 days) and to airlines that have not committed violations of the current Airport Regulations relating to the indicators monitored during the reference period. All calculations will be performed net of diverted flights, positioning flights and technical stops.**



Delay codes validation process

