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|  | Quality Standard Agreement | Departing PRM Passengers (after making themselves known)Target Oct-15 Nov-15 Dec15 Jan-16 Feb16 Mar-16  |
| Pre-advised | Passenger should wait no longer than 10 minutes  | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger should wait no longer than 20 minutes | 95% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger should wait no longer than 30 minutes | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Non pre-advised  | Passenger should wait no longer than 25 minutes | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger should wait no longer than 35 minutes | 95% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger should wait no longer than 45 minutes | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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|  | Quality Standard Agreement | Arriving PRM PassengersTarget Oct-15 Nov-15 Dec15 Jan-16 Feb16 Mar-16  |
| Pre-advised | Passenger will be assisted within 10 minutes of ‘on chocks’ | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger will be assisted within 15 minutes of ‘on chocks’ | 95% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger will be assisted within 20 minutes of ‘on chocks’ | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Non pre-advised  | Passenger will be assisted within 25 minutes of ‘on chocks’ | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger will be assisted within 35 minutes of ‘on chocks’ | 95% | 100% | 100% | 100% | 100% | 100% | 100% |
|  | Passenger will be assisted within 45 minutes of ‘on chocks’ | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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|  | Quality Standard Agreement | Arriving PRM PassengersTarget Apr-15 May-15 June-15 Jul-15 Aug-15 Sep-15  |
| Transfer passengers | All pre-notified Passengers with reduced mobility (PRM) will be met and assisted onto connecting flights in time for boarding subject to flight arrivals and departures operating to schedule  | 100% |  |  |  |  |  |  |

In the event of transfer passengers our standards will be as follows.

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|  | Quality Standard Agreement | Arriving PRM PassengersTarget Oct-15 Nov-15 Dec15 Jan-16 Feb16 Mar-16  |
| Transfer passengers | All pre-notified Passengers with reduced mobility (PRM) will be met and assisted onto connecting flights in time for boarding subject to flight arrivals and departures operating to schedule  | 100% | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax |

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|  | Quality Standard Agreement | Departing PRM PassengersTarget Oct-15 Nov-15 Dec15 Jan-16 Feb16 Mar-16  |
| Transfer passengers | All pre-notified Passengers with reduced mobility (PRM) will be met and assisted onto connecting flights in time for boarding subject to flight arrivals and departures operating to schedule  | 100% | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax | Nil T/F pax |