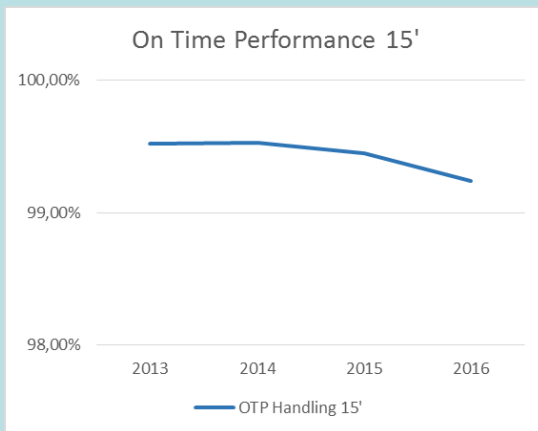


Aviartner punctuality

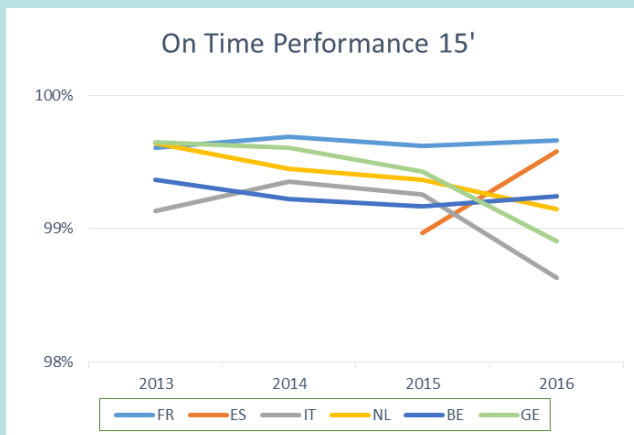


Aviartner uses several Key Quality Performance Indicators to measure its service level. One of the most important standards of the Aviartner Service Level and therefore also a Key Quality Performance Indicator is the On-Time Performance 15 minutes. The ultimate target is no delays caused by Aviartner, but a threshold of 99% is used for evaluation of the On-Time Performance 15 minutes. This means that for every 100 flights, 1 flight can be delayed for more than 15 minutes. The graphs show the results on Aviartner group level from 2013 to 2016, the results per country over the same period and the results for each airport in 2016.

Graph results on AP group level 2013-2016



Graph results on country level 2013-2016



2016		2016	
Belgium	% OTP 15'	Spain	% OTP 15'
Brussels	99,2	Lanzarote	99,6
Antwerp	99,7	Malaga	99,6
Ostend	99,9	Fuerteventura	99,8
Liège	98,3	Girona	99,7
Germany	% OTP 15'	Menorca	99,7
Düsseldorf	98,7	Sevilla	100
Hannover	99,9	Tenerife Sur	98,9
Italy	% OTP 15'	France	% OTP 15'
Bologna	99,9	Bordeaux	99,9
Catania	99,6	Lille	99,7
Rome	99	La Rochelle	100
Milan (LIN)	99,5	Lyon	99,6
Milan (MXP)	98,6	Montpellier	99,5
Palermo	98,9	Marseille	99,7
Reggio Calabria	100	Nice	99,6
Lamezia Terme	100	Nantes	99,6
Turin	99,5	Toulouse	99,8
Venice	96,5	The Netherlands	% OTP 15'
		Amsterdam	99
		Rotterdam	99,8