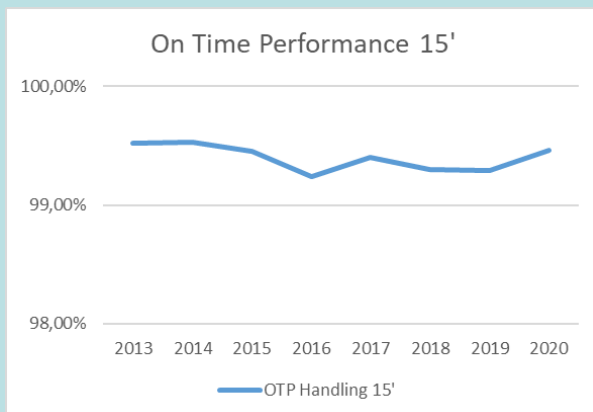


Aviartner punctuality

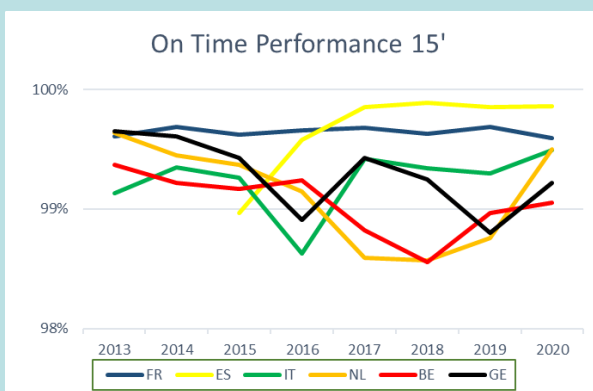


Aviartner uses several Key Quality Performance Indicators to measure its service level. One of the most important standards of the Aviartner Service Level and therefore also a Key Quality Performance Indicator is the On-Time Performance 15 minutes. The ultimate target is no delays caused by Aviartner, 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 2020, the results per country over the same period and the results for each airport in 2020.

Graph results on AP group level 2013-2020



Graph results on country level 2013-2020



2019		2019	
Belgium	% OTP 15'	Spain	% OTP 15'
Brussels	99,0	Lanzarote	100
Brussels Cargo	97,5	Malaga	99,9
Antwerp	100	Fuerteventura	99,9
Ostend	99,6	Girona	100
Liège	99,9	Menorca	100
Germany	% OTP 15'	Sevilla	100
Düsseldorf	99,2	Tenerife Sur	99,4
Hannover	99,8	France	% OTP 15'
Italy	% OTP 15'	Bordeaux	99,8
Bologna	99,9	Lille	99,2
Catania	99,3	La Rochelle	100
Crotone	100	Lyon	99,0
Rome	99,2	Montpellier	99,5
Milan (LIN)	99,8	Marseille	99,8
Milan (MXP)	99,3	Nice	99,8
Palermo	99,9	Nantes	99,8
Reggio Calabria	100	Toulouse	99,8
Lamezia Terme	100	The Netherlands	% OTP 15'
Turin	99,9	Amsterdam	99,5
		Rotterdam	99,6