

Aviapartner Group

Operational Punctuality

2023 – 2025 FY

Corporate Communications
Brussels National Airport
1930 Zaventem
Belgium

Brussels, 17 September 2026

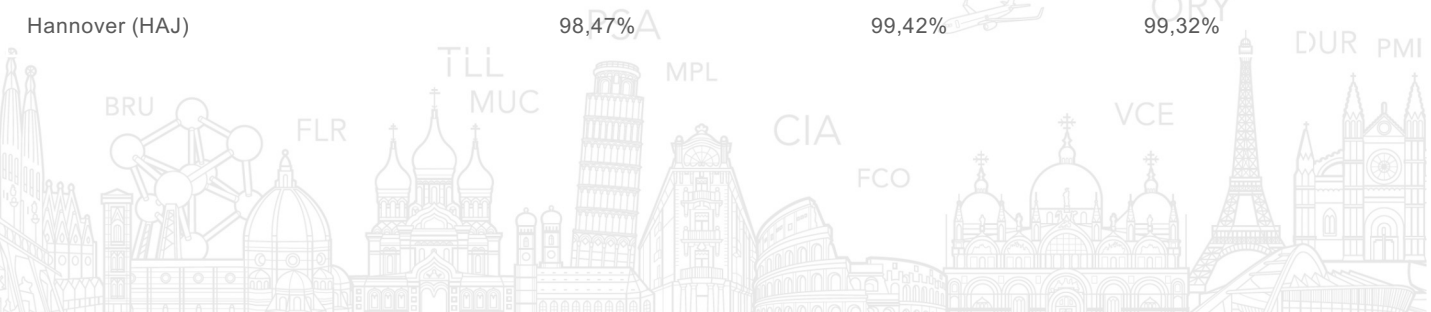
Aviapartner Group Key Quality Performance Indicator – On-Time Performance (OTP) within 15 minutes

Aviapartner employs a comprehensive suite of Key Quality Performance Indicators (KQPIs) to rigorously assess its service levels. Of particular significance is the On-Time Performance metric, which operates within a 15-minute time frame and serves as a vital Key Quality Performance Indicator, reflecting Aviapartner's commitment to operational excellence. The primary aim is to establish an operational standard in which delays do not occur due to Aviapartner's actions. To evaluate this On-Time Performance, a stringent benchmark of 99% on-time performance within 15 minutes is set.

The accompanying tables present performance results categorised by country and airport from 2023 to 2025, underscoring Aviapartner's dedication to maintaining the highest standards of service quality.

Year	2023	2024	2025
Belgium	98,44%	99,09%	99,25%
Brussels (BRU)	98,39%	99,07%	99,24%
Brussels Cargo	97,37%	93,82%	96,31%
Antwerp (ANR)	99,50%	98,88%	99,28%
Ostend (OST)	99,81%	99,92%	99,87%
Liège (LGG) (handling)	96,26%	98,99%	98,36%
Liège (LGG) (Cargo)	98,88%	97,52%	98,75%
Germany	97,63%	97,61%	99,32%

Hannover (HAJ)	98,47%	99,42%	99,32%
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Italy	97,91%	98,95%	99,00%
Bologna (BLQ)	98,29%	98,28%	99,41%
Catania (CTA)	99,67%	99,69%	99,88%
Crotone (CRV)	99,91%	99,73%	99,85%
Florence (FLR)	97,29%	99,24%	98,90%
Rome (FCO)	96,88%	98,22%	98,04%
Milan (LIN)	99,44%	99,77%	99,92%
Milan (MXP)	96,77%	98,95%	99,21%
Palermo (PMO)	99,58%	99,58%	99,33%
Pisa (PSA)	98,77%	99,49%	99,79%
Reggio Calabria (REG)	99,91%	99,87%	99,83%
Lamezia Terme (SUF)	99,48%	97,96%	99,74%
Turin (TRN)	99,72%	100,00%	99,80%
Verona (VRN)	/	97,87%	99,15%
The Netherlands	94,08%	96,85%	98,79%
Amsterdam (AMS)	93,04%	96,77%	98,44%
Rotterdam (RTM)	97,24%	97,05%	99,63%



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Spain	99,89%	99,45%	99,41%
Alicante (ALC)	/	100,00%	100,00%
Barcelona (BCN)	/	98,38%	99,62%
Bilbao (BIO)	/	99,80%	99,88%
El Hierro (VDE)	/	100,00%	100,00%
La Gomera (GMZ)	/	100,00%	100,00%
La Palma (SPC)	/	100,00%	100,00%
Lanzarote (ACE)	99,97%	99,84%	99,91%
Madrid (MAD)	/	98,75%	98,69%
Malaga (AGP)	99,95%	99,76%	99,62%
Fuerteventura (FUE)	99,80%	99,79%	99,59%
Girona (GRO)	99,72%	99,66%	99,32%
Menorca (MAH)	99,87%	99,95%	99,88%
Oviedo (OVD)	/	100,00%	100,00%
Sevilla (SVQ)	99,95%	99,82%	99,75%
Tenerife Sur (TFS)	99,84%	99,61%	98,97%
Valencia (VLC)	/	99,71%	99,62%



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France	99,59%	99,53%	99,67%
Bordeaux (BOD)	99,56%	99,72%	99,72%
Lille (LIL)	99,70%	99,81%	99,79%
La Rochelle (LRH)	99,89%	99,71%	99,90%
Lyon (LYS)	99,40%	99,49%	99,49%
Montpellier (MPL)	99,66%	99,77%	99,81%
Marseille (MRS)	99,69%	99,66%	99,70%
Nice (NCE)	99,34%	99,26%	99,48%
Nantes (NTE)	99,60%	99,63%	99,79%
Orly (ORY)	99,44%	98,14%	99,30%
Toulouse (TLS)	99,87%	99,84%	99,94%

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