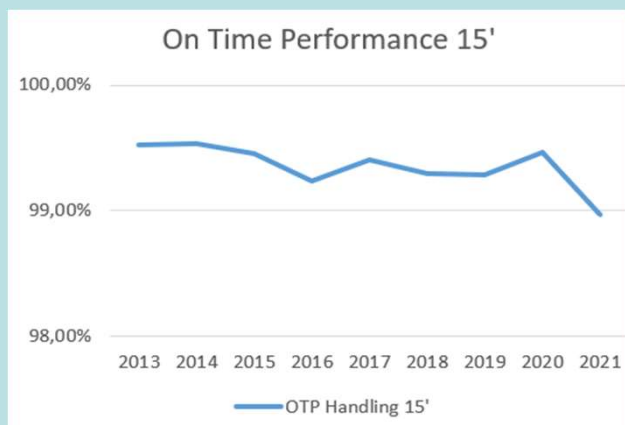


Aviartner punctuality

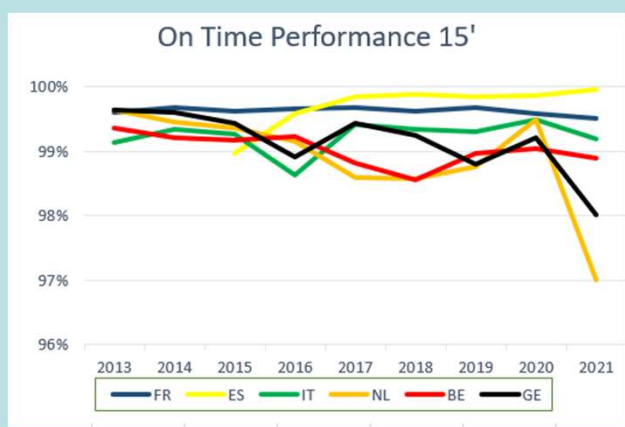


Aviartner uses several Key Quality Performance Indicators to measure its service level. One of the most important standards of the Aviartner Service Level and therefore also a Key Quality Performance Indicator is the On-Time Performance 15 minutes. The ultimate target is no delays caused by Aviartner. 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 2021.

Graph results on AP group level 2013-2021



Graph results on country level 2013-2021



2021		2021	
Belgium	98,75%	Spain	99,95%
Brussels	98,84	Lanzarote	99,9
Brussels Cargo	97,97	Malaga	99,9
Antwerp	99,6	Fuerteventura	100
Ostend	99,6	Girona	99,8
Liège	99,35	Menorca	100
Germany	98,01%	Sevilla	99,9
Düsseldorf	97,9	Tenerife Sur	99,9
Hannover	99,9	France	99,43%
Italy	99,53%	Bordeaux	99,5
Bologna	99,3	Lille	99,7
Catania	99,6	La Rochelle	99,8
Crotone	99,74	Lyon	99,5
Rome	98,2	Montpellier	99,65
Milan (LIN)	99,2	Marseille	99,4
Milan (MXP)	99,5	Nice	99,2
Palermo	99,8	Nantes	99,7
Reggio Calabria	100	Toulouse	99,9
Lamezia Terme	99,8	The Netherlands	96,8%
Turin	99,2	Amsterdam	96,7
		Rotterdam	97,9