PRAGUE AIRPORT

SERVICE LEVEL AGREEMENT

1. 1. 2024

SLA SUMMARY

	AREA	GUARANTEE	LIMIT
1.1	**AIRCRAFT STAND** Report a fault l. 7000	**Allocation of a vacant operational stand**, providing an operational irregularity does not exceed 15 minutes (ALDT +/- 15 min from SIBT). Otherwise allocation of a stand **in the shortest possible time depending on the operational capacity but no later than 5 minutes after ALDT**. In the case of operational irregularities longer than 15 minutes, allocation of a stand within 10 minutes after ALDT.	**99%**

1.2	**CHECK-IN**
	
	Report a fault l. 7000
		Allocation of ready-to-operate check-in counters according to the number of PAX **for all flights subject to the APIS procedure**:
		    1 – 96 PAX: **2 check-in counters**
		  97 – 192 PAX: **3 check-in counters**
		 193 – 288 PAX: **4 check-in counters**
		 289 and more PAX: 6 check-in counters
		
		Allocation of ready-to-operate check-in counters corresponding to the number of PAX **for all flights not subject to the APIS procedure:**
		    1 – 96 PAX: **1 check-in counter**
		  97 – 192 PAX: **2 check-in counters**
		 193 – 288 PAX: **3 check-in counters**
		 289 and more PAX: 5 check-in counters
		
		Availability **120 minutes prior to SOBT,** in the case of long-distance flights and flights with a special security mode **180 minutes before SOBT**.
		Handling companies operating at the airport undertake:
		• Luggage will be marked with a luggage tag.
		• Only standard luggage will be sent via the luggage conveyor.
			98%

1.3	**GATE**
	
	Report a fault l. 7000
		Standard times for commencing check-in in gates (GATE OPEN) depend on the number of passengers (PAX) and location of gates within individual Piers. **Gates located in Piers C and D and GATES B10, B13 - B18 in Pier B** are usually open **50 minutes before EOBT.**
		
		Standard times for commencing check-in (GATE OPEN) **within gates in Pier A and GATES B1 - B8 in Pier B are as follows:**
		  Up to 70 PAX - 70 minutes before EOBT
		  71 - 150 PAX - 90 minutes before EOBT
		  151 - 239 PAX - 90 minutes before EOBT
		 240 and more PAX - 120 minutes before EOBT
		
		The standard time periods for initiating check-in (GATE OPEN) for Ryanair and Wizzair flights from BUS-GATEs B10, B13 – B18 is 105 minutes before EOBT.
		
		For EI-AL and other long-distance flights and flights with a special security mode it is 120 minutes before EOBT.
		
		All gates are opened on the basis of a request by Handling Partner to CDP dispatching. CDP dispatching shall consider the current possibilities of the Security control staff.
			98%

1.4	**BOARDING BRIDGES** Report a fault l. 7000	**Arrival – The start of provisioning the first boarding bridge within 2 minutes** from AIBT (aircraft stop at the stop line or within the limit distance from it) or only after the handling agent has given his signal to provide a boarding bridge, whichever occurs later. **A bridge operator is obliged to be present at the boarding bridge at the CIBT time.** **Departure – a bridge operator will be ready to start of the removal of the first boarding bridge within 5 min from the moment, when CDP dispatching receives the request for the removal.** **Repeated boarding bridge provision – activity starts within 5 minutes of submitting a provision request.** However, this operating request may be stalled due to capacity reasons at the CDP dispatching if the current time is less than TSAT - 10 minutes for the required departure. **Towing – within 10 minutes** of handing over a request for preparing or removing a bridge. A bridge operator will not be needlessly blocked on a single flight for more than 10 minutes of their arrival.	**97%**

	l. 6000	**The boarding bridge will always be prepared with a functioning source of 400 Hz and a functioning air-conditioning unit** (if required by the crew and if it is part of the boarding bridge).	
1.5	**BUS** **Report a fault** **l. 7000**	**Arrival – provision within 2 minutes** after AIBT **Departure – provision within 7 minutes** after ordering, the current operating requirement may be stalled due to capacity reasons at the CDP dispatching in case that the current time is smaller than TSAT- 40 min for the required departure. The bus provision may be stalled as well due to capacity reasons in front of a corresponding departure exit. The period of waiting of an unused bus at the departure exit for PAX boarding shall not exceed 10 minutes (the bus shall not be blocked needlessly).	**97%**
1.6	**SECURITY CONTROL** **Report a fault** **l. 5509**	The security checks of passengers and their cabin baggage are carried out in accordance with the applicable regulations per the approved BEK Operational Procedures. Prague Airport guarantees the following times and capacities for the security checks of departing passengers: **Centralized COB security checkpoint at T2** • Waiting time of passengers in queue max. 10 minutes, for passengers arriving via Fast Track filter max. 5 minutes. **Centralized security checkpoint for transferring passengers at T2** • Waiting time of passengers in queue max. **10 minutes**. **Security checkpoint at T1** • The passenger handling resources are planned per the flight plan and allocated time for the start of check-in (GATE OPEN), see the table. • Determination of the number of open filters in time is based on the number of passengers on the departure flight and the speed of one filter of 100 PAX per hour. • The opening of the relevant security checkpoint is ensured within **7 minutes** from the time of opening of the departure gate (GATE OPEN) in the RMS system with one RTG.	**99%**
1.7	**BAGGAGE SORTING** **Report a fault** **l. 9165**	**Terminal 1 – maximum capacity** • 1 check-in island is **720 luggage / hour** • Transfer is **1000 pieces of luggage / hour** • The sorting carousel is **1500 luggage / hour** **Terminal 2 – maximum capacity** • ½ check-in island is **720 luggage / hour** • SBD island check-in is **720 baggage / hour** • Transfer is **1000 pieces of luggage / hour** • Automatic storage of luggage checked in early is **500 pieces** • Capacity of the tunnel between T1 and T2 is **1000 pieces per hour** Time from check-in of a standard departing luggage at a check-in counter or from unloading to a transfer conveyor to the delivery to a lateral section or carousel depends mainly on the progress of luggage through X-ray security control. The maximum delivery time for standard departing luggage as defined in the specification is as follows: • Luggage accepted at **Level 1/2/3** as clean – **max. 5 minutes** • Luggage rejected at **Level 4** as suspicious – cannot be specified **The delivery time for luggage from T2 to T1 and back is 8 minutes (one way)**	**99%**
1.8	**ARRIVAL CAROUSELS** **Report a fault** **l. 7000** **l. 9165**	**Identification of carousels at AIBT + 5 minutes** **Collection of uncollected luggage** **Operability**	**98%**

| 1.9 | PUBLIC-ADDRESS SYSTEM &INFORMATION | Display of the required information in the airport information system and announcing a final or personal call prior to departure is guaranteed within **3 minutes** of receiving the request from the Handling Partner | **97%** |
| | **Report a fault l. 7000** | Attendance at **public-address system department and counter at T1 arrival hall is 24/7**, attendance at the **other Information service counters is governed by the flight schedule.** | |

1.10	ADDITIONAL ICT SERVICES	**Correcting faults:**	**98%**
		Supervising of the BRS system – Total outage within 4,5 hours	
	Report a fault l. 3000	**Supervising of the CUTE/CUPPS system - Total outage within 4,5 hours** From 4 AM to 10 PM within **35 minutes** for the Check-In, Transfer and GATE worksites and **125 minutes** for training rooms and back office stations. From 10 PM to 4 AM within **125 minutes** for all.	
		Supervising of boarding pass reader worksites at gates: From 4 AM to 10 PM within **35 minutes** From 10 PM to 4 AM within **125 minutes**	
		Supervising of the CUSS system – Total outage within 4,5 hours From 4 AM to 10 PM the window for eliminating problems at the CUSS worksite is **70 minutes** From 10 PM to 4 AM the window for eliminating problems at the CUSS worksite is **130 minutes**	
		Supervising of SBD system – Total outage within 8 hours In the event of a failure affecting only one SBD workplace or up to a maximum of 25% of the total SBD capacity, the fault removal time is up to 24 hours.	
		The time of local on-site SITA support for CUTE/CUPPS and CUSS systems between 4 AM and 10 PM is determined for normal operating conditions. This period may be adjusted by mutual agreement in the event that the volume of traffic falls below the level of 50 thousand PAX on departure per calendar month.	

| 1.11 | ASSISTANCE SERVICES FOR DISABLED PERSONS | Prague Airport guarantees the maximum reaction times when providing assistance to disabled persons and persons with reduced mobility (i.e. the time from the service request to the time of arrival of the assistant at the meeting point) in the following way: | **98%** |
| | **Report a fault l. 1220** | **Departure** • **Outdoor premises:** **Pre-booked passenger within 15 minutes** from placing the request with contact dispatching **Non pre-booked passenger within 20 minutes** from placing the request with contact dispatching • **Indoor premises of the terminals, check-in and Information service counters or kiosks in T1 and T2:** **Pre-booked passenger within 5 minutes** from placing the request with contact dispatching **Non pre-booked passenger within 15 minutes** from placing the request with contact dispatching **Arrival** • **Pre-booked passenger - upon arrival of the a/c to stand** • **Non pre-booked passenger within 15 minutes** from placing the request with contact dispatching (in case that the passenger was at least introduced to PSM, within 15 minutes from the airplane stopping on the stand) | |

1.12	PERMANENT MEDICAL SERVICE	Prague Airport guarantees the maximum reaction time for providing permanent medical service as follows:	**97%**
	Report a fault l. 3333	• from the time an „**emergency call**" is accepted from **T1 or T2** containing information about an immediate threat to life or health until the particular location is reached: **8 minutes,**	
		• from the time an „**emergency call**" is accepted from T1 or T2 containing information about an immediate threat to life or health until arrival at the location indicated by the caller **on airport premises (outside T1 and T2): 10 minutes.**	

1. Airport services

The purpose of this Declaration is to determine the scope and standard of the airport services provided by Prague Airport to the Carriers with the defined quality of providing these services.

Airport Service requests may be placed via the Carrier's Handling Partner.

Prague Airport undertakes to adhere to the level of the service quality in individual activities of the check-in process as defined below.

Should Prague Airport fail to observe the guaranteed parameters according to this agreement, the Carriers will not be entitled to receive any damages or any other form of financial compensation from Prague Airport.

1.1 Aircraft stand

Guarantee

Prague Airport guarantees allocation of aircraft stand for all coordinated flights. If an operational irregularity as opposed to coordinated time does not exceed 15 minutes (ALDT +/- 15 min from SIBT), the airport guarantees allocation of a vacant operational stand at the latest within 5 minutes after the aircraft's ALDT.

In the case of operational irregularities longer than 15 minutes against the coordinated slot, stands are allocated within the shortest possible time, depending on the operational capacity but no later than 10 minutes after the aircraft's ALDT, unless requested otherwise by the Carrier or the Handling partner.

Checking procedure

The evaluation for aircraft stand allocation takes place automatically on the basis of the available measurement systems of Prague Airport and the methodology in accordance with the above-mentioned guarantee of the standard of this area. The evaluation is part of the Prague Airport Performance report as KPI 9.

At the same time, the Carrier or Handling Partner can hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (I. 7000) as early as possible; however, within 24 hours of the aircraft ALDT.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Stand allocation is strictly under the supervision of the CDP (resp. CDP/GAV) dispatcher on duty taking into an account all requests by the carrier or handling partner placed on time. After a stand has been allocated, the carrier is not entitled to have another stand allocated.

If the Carrier or the Handling Partner is entitled to request allocation of a specific stand for the following operating day. This request must be submitted to the CDP dispatching (or CDP/GAV for stands in the SOUTH area) by 08:30:00 of the local time on the day preceding the relevant operating day. The CDP Dispatcher (or CDP/GAV) will take the request into account in planning parking when possible   under the operational plan for the day in question.

When the coordinated transfer time is observed, the Carrier's aircraft may remain at the allocated stand for a maximum period of 180 minutes. If the parking time according to coordinated times cannot be observed, the CDP dispatching (or. CDP/GAV) has the right to request that the Carrier or Handling Partner transports the aircraft to an alternative stand or a parking area.

In view of the operational situation in the APRONS NORTH and EAST (or SOUTH), and also with respect to their capacity possibilities or, as the case may be, the CDP dispatching (or CDP/GAV), after the announcement of this fact, reserves the right to let aircrafts wait for the stand requested by the Carrier or the Handling Partner in the manner that causes no disruptions to the aircraft check-in process based on agreement with the Carrier or Handling Partner.

Percent fulfillment:

  ✓ **99%** */ related to the number of movements of Carriers during the monitored period*

Statistical output:

  ✓ *Monthly*

1.2 Check-in counters

Guarantee

Prague Airport guarantees ready-to-operate check-in counters always available for each coordinated flight at least in the following numbers:

1) for all flights subject to the APIS procedure:

Number of departing PAX	Number of check-in counters
1 – 96	2
97 – 192	3
193 – 288	4
289 and more	6

2) for all flights not subject to the APIS procedure:

Number of departing PAX	Number of check-in counters
1 – 96	1
97 – 192	2
193 – 288	3
289 and more	5

After an agreement with CDP dispatching and on the basis of the current operating situation, it is possible to provide a higher number of check-in counters according to established contracting SLA between the carrier and the Handling Partner.

The number of guaranteed counters does not apply to common counters on long-term lease.

The availability of check-in counters in the determined guaranteed numbers will be ensured at least:

➢ 120 minutes before SOBT in case of international flights,
➢ 180 minutes before SOBT in case of long-distance flights and flights with a special security mode.

Prague Airport guarantees that the luggage conveyor belt will always be in operation, except for announced planned maintenance, which is reported by the CDP dispatching to Handling Partners at least 48 hours in advance. Planned maintenance will be carried out outside the peak traffic hours.

Should the conveyor belt stop operating due to jammed luggage, Prague Airport guarantees to renew its operation within 10 minutes after reporting the problem to the dispatching TPT (l. 6000). In case of an outage exceeding 5 minutes, assistance of responsible workers shall be ensured without delay for withdrawing the checked-out luggage and, at the same time, assistance.

Checking procedure

The Carrier or the Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (l. 7000) as early as possible; however, within 24 hours from the aircraft ATOT.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Prague Airport allows the Handling Partners to conclude long-term lease contracts for groups of check-in counters. Short-term rental check-in counters are allocated based on daily operation plans. The allocation of Short-term rental check-in counters is subject to operational needs with the aim to observe standards of airlines. Prague Airport makes decisions on allocation of Short-term rental check-in counters.

Check-in desks in the corresponding amount shall be allocated for each coordinated flight. The Carrier or the Handling partner forwards the requirements for STD allocation for the following operational day to CDP dispatching (respectively CDP/GAV) on the day preceding the day of operation by 1 p.m. LT at the latest. If there are several requests for a particular check-in desk for the same time, the situation is

handled by the CDP operator based on operational conditions. The CDP (respectively CDP/GAV) manager in charge of planning STD operations makes the final decision regarding the check-in desk allocation.

The Carrier or the Handling partner may request that CDP regularly allocates the same check-in desk to the regular scheduled flights operated by the carrier. Such request must be placed no later than 14 days prior to the beginning of the operational season using a standard form, including information on APIS flights. CDP dispatching will consider such request upon daily check-in desks planning provided the planned operations for a given operational day so allow. In case of the same request placed by several Carriers, the coordinated type of aircraft, respectively its capacity and planned number of flights operated by the Carrier in the given operational period will be factored in. Should the aforementioned factors be the same for several Carriers, the date of filing the request will become the decision making factor.

Prague Airport undertakes to mark check-in counters with the Carrier's identification including the Carrier's logo and the logo of the relevant alliance (based on the Carrier's request and using the logo provided by the Carrier), flight number including code-shares, destination, time of departure and service class, if applicable.

During luggage check-in, the Carrier or the Handling Partner undertakes to proceed as follows:

> To ensure that luggage is marked with a luggage tag
> To ensure that standard pieces of luggage only are sent via the luggage conveyor belt (see below)

Exclusively luggage meeting the following standard may be checked in at check-in counters and subsequently sent via luggage conveyor belts:

> Minimum dimensions   300 x 200 x 100 mm
> Maximum dimensions   900 x 500 x 750 mm
> Minimum weight   2 kg
> Maximum weight   32 kg

No items that may damage conveyor belts or fall out of luggage may protrude out of the luggage and all old luggage tags must be removed.

Any long straps and belts in the case of sports bags, tourist backpacks, etc. must be fastened to the luggage securely with a tape or with other suitable means.

Nonstandard luggage must be sent exclusively using the Oversize Luggage conveyor.

In case of a failure of elevators for transporting extra-large luggage, the luggage shall be delivered without delay by means of a defined alternative path.

Related documentation: „Check-in Counter Operation" and "Operational Guidelines and Rules of Procedure for Users of Praha/Ruzyně airport" issued by Prague Airport.

Percent fulfillment:

> ✓   *98%   / related to the number of departures of Carriers during the monitored period*

Statistical output:

> ✓   *Monthly*

1.3 Gates

Guarantee

Gates including functional computer equipment for connecting to the information system, public address system and equipment for displaying information from the airport's information system are allocated to all coordinated departures. Departure gates shall be cleaned in compliance with the contractually defined parameters of cleaning.

A gate shall be allocated for each coordinated flight. Gates are planned and allocated for a particular operational day by 1 p.m. LT on the day proceeding the day of operations.

The planned gate is guaranteed with the limitation to adjustments required by a specific operational situation. In case where an operational irregularity against the coordinated time exceeds 15 minutes, CDP shall only allocate the gate if available and not affecting another flight handled on time. In case the gate is not available for operational reasons, a decision on further action will be taken by CDP.

Prague Airport guarantees that each departure shall be identified in the relevant gate by identification details, i.e. departure time, flight number including code-shares, destination, the Carrier's logo and a logo of the relevant alliance.

Standard times for commencing check-in in gates (GATE OPEN) depend on the number of passengers (PAX) and location of gates within individual Piers.

Gates located in Piers C and D are usually open 50 minutes before EOBT.

Standard times for commencing check-in (GATE OPEN) within gates in Pier A and GATES B1 – B8 in Pier B are as follows:

Up to 70 PAX	EOBT – 70 minutes
71 - 150 PAX	EOBT – 90 minutes
151 - 239 PAX	EOBT – 90 minutes
240 and more PAX	EOBT – 120 minutes

The standard time period for initiating check-in (GATE OPEN) for Ryanair and WizzAir operating their flights from BUS-GATE B10, B13 – B18 is 105 minutes before EOBT.

The standard time period for initiating check-in (GATE OPEN) for El-Al and other lang-haul flights and flights with a special security procedure is 120 minutes before EOBT.

All gates are opened on the basis of a request by the Handling Partner to CDP dispatching. CDP dispatching shall consider the current capacity possibilities of the Security checkpoints.

Checking procedure

The Carrier or the Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (I. 7000) as early as possible; however, within 24 hours from the aircraft ATOT.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Gates for particular operating days are allocated exclusively by the CDP dispatching.

If necessary due to operating reasons (check in of other flights), the Carrier is obliged to vacate a gate at the CDP dispatching request in the case of flights delayed by more than 60 minutes.

The Carrier or the Handling Partner may request allocating a gate for the following operating day. The request must be submitted to CDP dispatching by 8:30 AM local time on the day before the operating day in question. CDP dispatching will take the request into account in gates planning if the operating plan for the day in question so allows. The coordinated aircraft type and the aircraft's capacity will be taken into account in the case of identical requirements of more Carriers for the same time and gate. If the factors referred to above are identical, the time of submitting a request will be decisive.

The Carriers or the Handling Partner may request CDP dispatching regular allocation of a particular gate for regular flights by the Carrier through a standard form. These requests must be submitted at least 14 days prior to the beginning of the season. CDP dispatching will take the request into account in gates planning if the operating plan for the day in question so allows. The coordinated aircraft type or the aircraft's capacity and the planned frequency of flights by the relevant Carriers during the applicable operating period will be taken into account in the case of identical requirements of more Carriers for the same time and gate. If the factors referred to above are identical, the date of submitting a request will be decisive.

Percent fulfillment:

- ✓ *98% / related to the number of departures of Carriers during the monitored period*

Statistical output:

- ✓ *Monthly*

1.4   Boarding bridges

Guarantee

The start of provisioning the first boarding bridge within 2 minutes from AIBT (aircraft stop at the stop line or within the limit distance from it) or only after the handling agent has given his signal to provide a boarding bridge, whichever occurs later. A bridge operator is obliged to be present at the boarding bridge at the CIBT time.

The availability of arrival corridors upon arrival of aircrafts (arrival door) will be ensured prior to arrival of the first passengers by employees of Prague Airport Security.

A bridge operator will be ready to start of the removal of the first boarding bridge within 5 min from the moment, when CDP dispatching receives the request for the removal.

In case it is necessary to provide the boarding bridge to the airplane again, Prague Airport shall start this activity within 5 minutes from the submission of the request for provision. However, the current operating requirement may be stalled due to capacity reasons at the CDP dispatching in case that the current time of request submission is smaller than TSAT - 10 minutes for the required departure.

A bridge operator will not be needlessly blocked on a single flight for more than 10 minutes of their arrival.

If the aircraft is towed, the boarding bridge must be prepared / removed within 10 minutes of handling over a request to CDP dispatching for preparing or removing a bridge.

Boarding bridges must always be prepared with a functional power unit of 400 Hz and a functional air-conditioning unit (if required by the crew and if included in the relevant boarding bridge). The boarding bridges shall be cleaned in compliance with the contractually established parameters of cleaning.

Checking procedure

The evaluation for starting the approach bridge takes place automatically on the basis of the available measurement systems of Prague Airport and the methodology in accordance with the above-mentioned guarantee of the standard of this area. The evaluation is part of the Prague Airport Performance report as KPI 12.

At the same time, the Carrier or the Handling Partner can hand over information on any failure to observe the boarding bridge standard of service by phoning the CDP dispatching (l. 7000) or, if ground power is involved, TPT dispatching (l. 6000) as early as possible; however, within 24 hours from the aircraft ALDT or ATOT.

CDP and TPT dispatching must keep records of each failure to observe the standard of service.

In the case of blocking the boarding bridge operator for more than 15 minutes, i.e. from receiving the Carrier's request, the CDP dispatching will inform the Carrier within 60 minutes from ATOT about this matter on the telephone number specified by the Carrier.

Specification of the service

Providing boarding bridges includes their availability in the required numbers, usability of their 400 Hz land power supply and connection of air-conditioning equipment (if requested by the crew and included in the boarding bridge) during the entire period of parking an aircraft at the boarding bridge.

If the Carrier decides not to use boarding bridges for a specific season, the CDP dispatching must be informed about this in writing through a standard form from the beginning of the relevant season.

Percent fulfillment:

   ✓   **97%**   */ of the Carrier movements during the monitored period*

Statistical output:

   ✓   *Monthly*

1.5 Airport buses

Guarantee

Airport bus or buses with the required capacity will be prepared during arrivals within 2 minutes from AIBT.

Airport bus or buses with the required capacity will be prepared at the relevant gate during departures no later than 7 minutes within the relevant request. The current operating requirement may be stalled due to capacity reasons at the CDP dispatching in case that the current time is smaller than TSAT- 40 minutes for the required departure. The bus provision may be stalled as well due to capacity reasons in front of a corresponding departure exit.

The period of waiting of the unused bus at the departure exit to the boarding of PAX shall not exceed 10 minutes (the buss shall not be blocked needlessly).

Checking procedure

The evaluation for the arrival of the bus takes place automatically on the basis of the available measurement systems of Prague Airport and methodology in accordance with the above-mentioned guarantee of the standard of this area. The evaluation is part of the Prague Airport Performance report as KPI 10 and 11.

At the same time, the Carrier or the Handling Partner can hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (l. 7000) as early as possible; however, within 24 hours from the aircraft ALDT or ATOT if a bus is not provided at the departure waiting area at the specified time.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

The CDP issues an instruction to prepare an airport bus upon arrival even without the Carrier's or Handling Partner's request. Prague Airport prepares a bus sufficiently in advance and with a capacity adequate for the determined number of arriving passengers.

During departures, airport buses are prepared at gates based on the Carrier's or Handling Partner's request to CDP.

The recommended capacity is a maximum of 90 PAX per the bus.

Providing airport buses for transporting passengers from gates to stands on an open area includes their availability in the required numbers during aircraft departures and arrivals. The CDP dispatching is responsible for providing airport buses.

Percent fulfillment:

✓ **97%** */ of the Carrier movements during the monitored period*

Statistical output:

✓ *Monthly*

1.6   Security control of departing passengers

Guarantee

Prague Airport will ensure the priority handling of special passenger categories (crew) and passengers accompanied by a Handling Partner representative: Undesirable passengers, deported passengers, aircraft security escorts, aircraft technical escorts, unaccompanied children, persons with disabilities, and persons with reduced mobility and orientation.

Priority handling is available at all security checkpoints for passengers who prove they are entitled to this handling upon arrival at the security check.

Prague Airport will arrange the following for these security checkpoints of departing passengers:

Centralized COB security checkpoint at T2
- Checks of passengers entering the airport non-public area in line with the applicable international regulations.
- Maximum queue waiting time of 10 minutes, for passengers arriving via the Fast Track filter max. 5 minutes.

Centralized security checkpoint for transferring passengers at T2
- Maximum queue waiting time 10 minutes.

Security checkpoint at T1
- Passenger handling resources are planned per the flight plan and allocated handling start time (GATE OPEN) per the following table:

PAX	GATE opening before EOBT [min]	SECURITY checkpoint active before EOBT [min]	GATE Closing before EOBT [min]
0 - 70	70	63	5
71 - 150	90	83	5
151 - 239	90	83	5
240 and more	120	113	5

- The standard time period for initiating check-in (GATE OPEN) for Ryanair and WizzAir operating their flights from BUS-GATE B10, B13 – B18 is 105 minutes before EOBT and for closing the gate it is 20 minutes before EOBT.
- The standard time period for initiating check-in (GATE OPEN) for El-Al and other lang-haul flights and flights with a special security procedure is 120 minutes before EOBT and for closing the gate it is 5 minutes before EOBT.
- The determination of the number of available RTG units in time derives from the number of departing passengers and standard speed of one RTG unit 100 PAX per hour – corresponding capacity (number of RTG units) is ensured per the number of departing passengers. For timely passenger handling, Prague Airport will also ensure:
- Opening a corresponding security checkpoint is ensured within 7 minutes from the time of a departure waiting area opening (GATE OPEN) in the RMS system by one RTG unit. This time is not guaranteed if the departure waiting area opening time is entered into the RMS system before the flight plan time, while the departure was scheduled for its standard time per this flight plan.
- The security personnel do not ensure any passenger selection or priority handling per their departure time, priority entry validation, etc.
- During Preboarding procedure, it is necessary for the Handling staff to be present at the time the checkpoint is operated by Security staff, otherwise the check-in time cannot be guaranteed.

Checking procedure

The carrier or the Handling Partner shall report any service standard non-compliance by phone to the BEK control centre (ext. 5509) as soon as possible, but no later than within 24 hours of the aircraft ATOT.

The BEK dispatching is obliged to keep records of every case of service standard non-compliance.

Specification of the service

Security control of passengers and their carry-on luggage to the extent determined by the applicable regulations. This security control includes especially:

- Screening and hand search of passengers and other entering persons
- Screening and hand search of luggage and other items carried past the control

A failure to adhere to the above due to security reasons or situations beyond the control of Prague Airport is not considered a failure to observe this part of the SLA; this involves in particular:

- Use of the security personnel for other purposes related to solving unplanned or unforeseeable security situations, including extraordinary events defined in the Airport Emergency Plan,
- Significant shift of the actual departure time versus the flight plan (this only applies to decentralized security checkpoints),
- By opening the gate late compared to the schedule in the RMS system and thus shortening the check-in window for the security check,
- Calamity situations subject to management of the Calamity and Emergency Control Committee of Prague Airport
- Legislation changes in security regulations impacting on the extent of security controls, or application of additional security measures requested by carriers or the relevant administrative authorities of the Czech Republic (a failure to observe the standard of the service for this reason must not persist for more than 3 months)
- Suspension of security checks due to a security incident at the control, or application of determined procedures owing to a justified suspicion of an attempt to commit illegal act.

Percent fulfillment at decentralized security checkpoints:

- ✓ **99 %** / **number of accepted (verified) delays** related to the number of departures of Carriers from Terminal 1 during the monitored period

Percent fulfillment at centralized COB security checkpoint:

- ✓ **99 %** / **number of accepted (verified) delays** related to the number of departures of Carriers from Terminal 2 during the monitored period

Percent fulfillment at centralized COB security checkpoint for departures from Terminal 2:

- ✓ **100 %** / checks of passengers entering the nonpublic area versus the total number of passengers departing from Terminal 2 during the monitored period

Statistical output:

- ✓ *Monthly*

1.7   Baggage sorting

Guarantee

Prague Airport guarantees the following total capacities (available to all carriers):

Terminal 1 – maximum capacity

- 1 check-in island   720 luggage / hour
- Transfer   1000 pieces of luggage / hour
- The sorting carousel   1500 luggage / hour

Terminal 2 – maximum capacity

- ½ check-in island   720 luggage / hour
- SBD island check-in   720 baggage / hour
- Transfer   1000 pieces of luggage / hour
- Automatic storage of luggage checked in early is   500 pieces
- Capacity of the tunnel between T1 and T2 is   1000 pieces per hour

The time from check-in of a standard departing luggage at a check-in counter or from unloading to a transfer conveyor to the delivery to a lateral section or carousel depends mainly on the progress of luggage through X-ray security checks. The maximum delivery time for standard departing luggage as defined in the specification is as follows:

- Luggage accepted at Level 1/2/3 as clean   max. 5 minutes
- Luggage rejected at Level 4 as suspicious   Cannot be specified

Delivery time for luggage from T2 to T1 and back 8 minutes one way.

The airport system of luggage sorting shall be in operation all the time, with the exception of the approved planned maintenance. It shall be only realized outside of the operating peak hours.

Prague Airport guarantees 99% percent success of luggage sorting in the sorting facility T1 and T2 subjected to compliance with all conditions concerning the specification of luggage and operation of the system specified in the document "User manual BHS".

Prague Airport guarantees, in case of a failure of a certain part of the conveyor systems, check-in of the luggage at another functional part.

Checking procedure

The Carrier or the Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the BHS dispatching (I. 9165) as early as possible; however, within 24 hours from the aircraft ATOT. The BHS dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Providing the baggage sorting system service includes availability of a departure baggage conveyor belt, including the part of the baggage conveyor situated in public sections of departure halls in Terminals 1 and 2, luggage security check system and baggage carousels in the baggage sorting facility in Terminal 1, and baggage carousels and individual chutes in the baggage sorting area in Terminal 2.

The BHS dispatching is responsible for ensuring operability of the baggage sorting system in Terminals 1, 2 and 3.

The BEK dispatching is responsible for ensuring luggage security check.

All conveyor systems are intended exclusively for transporting luggage according to the definition in the IATA 743b resolution.

Related documentation: „Check-in Counter Operation" issued by Prague Airport.

Percent fulfillment:

- ✓ **99%** */ related to the total number of departed baggage during the monitored period*

Statistical output:

- ✓ *Monthly*

1.8   Conveyor system for arriving luggage

Guarantee

The arrival luggage conveyor will always be in operation, except for approved planned maintenance announced at least 72 hours in advance. This maintenance will be carried out outside peak traffic hours.

Flights must be indicated on arrival carousels at the AIBT + 5 minutes.

In the case of accumulation of arriving flights, the operator is obliged to ensure sorting luggage from individual flights to vacant belts to ensure that the applicable standards for luggage delivery are met.

Prague Airport guarantees collection of uncollected luggage from arrival carousels and their clearly visible placement near the relevant arrival carousel.

If luggage is not collected, Prague Airport is required to hand over this information including details of the relevant flight and the number of uncollected pieces of luggage to the Carrier or Handling Partner on telephone numbers specified by the Carrier or Handling Partner.

When the capacity of arrival luggage conveyors is filled in connection with delayed removal of the luggage by passengers, the Prague Airport shall ensure withdrawal of the luggage so that the luggage cannot prevent from smooth unloading.

In the case of a failure of the arrival conveyor system during clearance of a particular flight, Prague Airport will forward this information to the Carrier's Luggage Claims according to the relevant terminal. In case of a failure of elevators for transport of oversized luggage, the luggage shall be delivered without delay with the use of the alternative defined path.

Checking procedure

The Carrier or the Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (I. 7000) as early as possible; however, within 24 hours from the aircraft ALDT.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Providing the arrival luggage conveyor system service includes availability of a conveyor belt and luggage carousels in arrival halls. The BHS dispatching (l. 9165) is responsible for ensuring operability of the arrival luggage conveyor system.

The Help Desk (l. 3000) is responsible for keeping the First Bag / Last Bag system operational.

Percent fulfillment:

  ✓   *98%   / related to the number of arrivals of Carriers during the monitored period*

Statistical output:

  ✓   *Monthly*

1.9 Using the Airport Public-Address System and Information Systems to Inform Passengers, Airlines and Operational Units

Guarantee

The airport public-address system is used primarily for announcing the following information. Carrier or Handling Partner are required to submit their requests for announcing apologies at the CDP dispatching of Prague Airport.

- Final call (request of a check-in agent from a GATE to the ISL)
- Personal call (request of a check-in agent from a GATE to the ISL)
- Delayed departure (request of an agent of the Carrier's station dispatching to Data management, which is passed on to ISL)
- Change of gate (at request from the Data management or according to the requirement of the agent of Passenger dispatching from the GATE in dependence on the display of the GATE change in the system)
- Announcement of an apology defined by the Carrier or Handling Partner (request to Data management, which is passed on to ISL)
  - ➢ Cancelled flight
  - ➢ Refreshment during irregularities
  - ➢ Delayed delivery of luggage

Requests for announcing final or personal calls prior to departure must be satisfied within 3 minutes of receiving the Carrier's or Handling Partner's request.

Prague Airport guarantees intelligible communication of all announcements in Czech and English.

Prague Airport guarantees that correct pronunciation will be observed and no details unrelated to the operation of aircrafts or the airport will be announced to avoid any distraction to passengers' attention.

Displaying required information via the airport information system is guaranteed within 3 minutes of receiving the Carrier's requirement.

Prague Airport guarantees sufficient numbers of the airport information systems in the departure, arrival and transit halls.

Operation of the information service counters:

- Public-Address System and counter in T1 arrival hall – 24/7
- attendance at the other information service counters (listed below) is governed by the flight schedule:
  - ➢ Counter in T1 departure hall or info kiosk
  - ➢ Counter in T2 arrival hall
  - ➢ Counter in T2 departure hall
  - ➢ Transfer counter in T1
  - ➢ Transfer counter in T2

The exceptions are emergencies associated with the evacuation of airport space and other emergencies.

Checking procedure

The Carrier or the Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the CDP dispatching (l. 7000) as early as possible; however, within 24 hours from the aircraft ATOT.

The CDP dispatching is required to keep records of each failure to observe the standard of the service.

Percent fulfillment:

    ✓   ***97%***   */ related to the number of departures of Carriers during the monitored period*

Statistical output:

    ✓   *Monthly*

1.10   Additional ICT services

Guarantee

Any faults of the following individual systems will be repaired within the time specified herein:

Supervising of the BRS system - Total outage – within 4,5 hours

Supervising of the CUTE/CUPPS system - Total outage – within 4,5 hours

From 4 AM to 10 PM the time for repairing faults is as follows:

- 35 minutes for the Check-In, Transfer and GATE worksites
- 125 minutes for training rooms and back office stations

From 10 PM to 4 AM the time for repairing faults is as follows:

- 125 minutes for all worksites

Supervising of boarding pass readers at gates

From 4 AM to 10 PM the time for repairing faults is as follows:

- 35 minutes

From 10 PM to 4 AM the time for repairing faults is as follows:

- 125 minutes

Supervising of the CUSS System - Total outage – within 8 hours

From 4 AM to 10 PM the window for eliminating problems at the CUSS worksite is:

- 70 minutes

From 10 PM to 4 AM the window for eliminating problems at the CUSS worksite is:

- 130 minutes

Supervising of SBD system - Total outage – within 8 hours

- In the event of a failure affecting only one SBD workplace or up to a maximum of 25% of the total SBD capacity - within 24 hours.

At the time of 10 PM – 4 AM of the local time, Help Desks support (l. 3000) is available for ensuring the basic support of CUPPS work stations, including accessories and scanners of boarding tickets.

The time of local on-site SITA support for CUTE / CUPPS and CUSS systems between 4 AM – 10 PM is determined for normal operating conditions. This period may be adjusted by mutual agreement in the event that the volume of traffic falls below the level of 50 thousands PAX on departure per the calendar month.

Checking procedure

The Carrier or the Handling Partner will hand over the information about unavailability or decreasing quality of the services on a failure to observe the standard of the service by phone to the ICT Help Desk (l. 3000) as early as possible; however, within 24 hours from the aircraft ATOT.

On the basis of the received information, Help Desk is obliged to create a service requirement with the description of the problem and to start solving such requirement according to its nature or pass it on to a responsible person for solution.

Service requirements are then used for the needs of evaluation of compliance with SLA.

Percent fulfillment:

- ✓ *98%   / number of defects not eliminated within the time limit related to the number of departures of Carriers during the monitored period*

Statistical output:

- ✓ *Monthly*

1.11 Assistance provided to disabled persons and persons with reduced mobility at Vaclav Havel Airport Prague

Guarantee

Prague Airport guarantees to provide free of charge assistance to passengers with disabilities and persons with reduced mobility and orientation during handling and navigating Vaclav Havel Airport Prague both within the public and restricted areas in the extent and time limits stated in advance for departure, arrival and transfer in keeping with Regulation (EC) No. 1107/2006 of the European Parliament and of the Council, and Act No. 49/1997 Coll., on Civil Aviation, as amended.

Prague Airport guarantees the maximum reaction time when providing assistance to passengers with disabilities and persons with reduced mobility and orientation (i.e. the time from the service request to the time of arrival of the assistant at the meeting point) in the following way:

Departure

- outdoor premises:
  - Pre-booked passenger within 15 minutes from placing the request with contact dispatching
  - Non pre-booked passenger within 20 minutes from placing the request with contact dispatching
- indoor premises of the terminals, check-in and information counters at T1 and T2
  - Pre-booked passenger within 5 minutes from placing the request with contact dispatching
  - Non pre-booked passenger within 15 minutes from placing the request with contact dispatching

Arrival

  - Pre-booked passenger at the time when the airplane stops on the stand
  - Non pre-booked passenger within 15 minutes from placing the request with contact dispatching (in case that the passenger was at least identified in PSM, within 15 minutes from the time the airplane stops on the stand)

Checking Procedure

The Carrier or the Handling Partner will report the breach of the service standards by phone to the PRM dispatching (l. 1220) as early as possible; however, within 24 hours from the aircraft ATOT or ALDT. The PRM dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

In cooperation with the airport users represented by AOC and with NRZP, Prague Airport issued the "Quality standard - ensuring assistance services during the check-in of persons with disabilities and persons with limited mobility and orientation at Prague/Ruzyně Airport".

The Quality standard is issued in the form of publicly accessible document and is obligatory for the service provider.

The document determines the places for the provision of the assistance service and technical equipmnent, defines the basic standards for the performance of the assistance service and also the control mechanisms guaranteeing compliance with the set standards for the performance of the assistance service.

Percent fulfillment:

  ✓ **98%** / related to the number of assistances of Carriers during the monitored period

Statistical output:

  ✓ *Monthly*

1.12   Permanent Medical Service

Guarantee

Prague Airport provides medical care corresponding to the significance and needs of an international airport. Permanent medical service at the airport is provided 24 hours a day to the travelling public and visitors to Vaclav Havel Airport Prague, employees of Prague Airport, as well as to the staff of Carriers and external entities operating in the airport area, in a stationary manner or on the scene by coming to the patient with an emergency medical service.

Permanent Medical Service provides outpatient care to the extent needed as a follow-up to the services and organization of Emergency Medical Services in cases to do with a sudden change of health   state or the worsening course of illness occurring outside the regular hours of outpatient medical facilities.

Prague Airport guarantees maximum reaction times for providing Permanent Medical Services, as follows:

- from the time an "emergency call" is accepted from T1 or T2 containing information of an immediate threat to life or health until the particular location is reached: 8 minutes

- from the time an "emergency call" is accepted from T1 or T2 containing information of an immediate threat to life or health until the location indicated by the caller on the airport premises/outside T1 and T2: 10 minutes.

Checking Procedure

The Carrier or the Handling Partner will report the breach of the service standards by phone to the HZS dispatching (l. 3333) as early as possible; however, within 24 hours from the event.

The HZS dispatching is required to keep records of each failure to observe the standard of the service.

Specification of the service

Patient treatment will be provided in a 24/7 regime, and patients will be usually examined or treated at the medical centres at Terminal 1, Terminal 2, and Terminal 3, with the option of boarding their aircraft.

In the event of a life-threatening or health hazardous event, the HZS dispatching will ensure medical assistance in cooperation with the Prague Emergency Medical Service per the statutory arrival times. This does not concern states which do not endanger life or health in which the Permanent Medical Service meets the requirement to provide the Service immediately or as soon as the concurrent event or non-standard situation is over.

The announcement of a "full emergency" or "aircraft accident" signal is governed by the Airport Emergency Plan.

Percent fulfillment:

- ✓   **97 %**   */ related to the number of events during the monitored period*

Statistical output:

- ✓   *1 x month*

2. Qualitative parameters

KPI	subject	KPI definition and methodology	target
KPI 1	Last Bag	The AO/GHA shall ensure that the unloading of the last baggage onto the arrivals conveyor does not exceed the time limit for the given interval determined by the volume of baggage/passengers being transported, and this in at least 90% of arrivals. Until the introduction of automatic scanning according to IATA 753 Resolution, it is necessary to relate these intervals to the number of passengers. The time is measured from AIBT after the last piece of luggage has been unloaded onto the arrivals conveyor. The volume of this KPI is related to the number of PAX. Diverted flights and flights where the start of unloading is not marked are excluded from the evaluation.	90%
		1st interval: flights with less than 90 PAX - unloading of the last baggage within 30 minutes	
		2nd interval: flights with 91 - 150 PAX - unloading of the last luggage within 40 minutes	
		3rd interval: flights with 151 - 200 PAX - unloading of the last luggage within 50 minutes	
		4th interval: flights with 201 - 350 PAX - unloading of the last luggage within 60 minutes	
		5th interval: flights with more than 351 PAX - unloading of the last baggage within 70 minutes	
KPI 2	CDM	The AO, in cooperation with GHA, shall ensure that the departed crew requests to start-up the engines no later than TSAT+7 minutes in at least 95% of departures. The volume of this KPI is related to MVT number.	95%
KPI 3	Punctuality ARR	The AO shall ensure that at least 75% of arrivals, defined for this purpose as ALDT + 10 minutes (average taxi time guaranteed at LKPR), will be within a tolerance of +/- 15 minutes from the SIBT. The volume of this KPI is related to MVT number. Excluded diverted flights.	75%
KPI 4	Punctuality DEP	The AO/GHA shall ensure that at least 70% of departures, defined for this purpose as AOBT, are within a tolerance of +/- 15 minutes from SOBT. All delays are included except verified delays caused by the airport. The volume of this KPI is related to MVT number.	70%
KPI 5	MVT & LDM (ARR)	The AO shall ensure that arrival operational messages (both MVT and LDM) are delivered to LKPR no later than 30 minutes before the AIBT in at least 99% of arrivals. The volume of this KPI is related to MVT number. Excluded diverted flights.	99%
KPI 6	MVT & LDM (DEP)	The GHA shall ensure that departure operational messages (both MVT and LDM) are delivered to LKPR no later than 60 minutes after the ATOT in at least 99% of departures. The volume of this KPI is related to MVT number.	99%
KPI 7	PRM Pre-booked	The AO shall ensure that the minimum number of pre-booked PRM will reach **75%** of the total number of all PRM carried by the AO in a given time period. A non pre-booked PRM is one that is reported later than 36 hours before SOBT. The volume of this KPI is related to the PAX number.	75%

3. Abbreviations and expressions used in the document

Airport user	Airline (Carrier), owner of an aircraft or Handling Partner
Common	Counter for common check-in of more flights
Long-distance line	Flight with flight time exceeding 5 hours
Carrier	Airline
Handling Partner	A company carrying out commercial and technical check-in of the Carrier's aircrafts
Prague Airport	Operator of the airport – Letiště Praha, a. s.
Pre-booked PAX	passengers pre-notified minimum 36 hours before ARR/DEP of aircraft
Non pre-booked PAX	passengers not pre-notified more than 36 hours before ARR/DEP of aircraft
AIBT	Actual In-Block Time
ALDT	Actual Landing Time
AO	Airline operator (Carrier)
APIS	Advance Passenger Information System
ATA	Actual Time of Arrival
ATOT	Actual Take-Off Time
BEK	Security control (Prague Airport)
BHS	Department of Baggage Sorting (Prague Airport)
BRS	Baggage reconciliation sorting system
BSM	Baggage Source Message
CDM	Collaborative Decision Making (system)
CDP	Central Dispatching for Terminal Operations (Prague Airport)
CDP/GAV	CDP - General Aviation T3 (Prague Airport)
CIBT	Calculated In-Block Time
CUPPS	Common Use Passenger Processing System
CUSS	Common Use Self Service – self-service kiosks
CUTE	Passenger check-in system
EOBT	Estimated Off Block Time
ETD	Estimated Time of Departure
GHA	Ground Handling
HZS	Fire Service (Prague Airport)
IATA	International Air Transport Association
ICT	Information and communication technology (Prague Airport)
ISL	Airport Information Service Team (Prague Airport)
KPI	Key Performance Indicator
KPT	Terminal Operation (Prague Airport)
LDM	Load Message
LPP	Airport Emergency Plan
MVT	Movement/ Movement Message
NRZP	National Council of Persons with Disabilities Czech Republic
PAX	Passengers
PRM	Passenger with reduced mobility – disabled person
PSM	Passenger Service Message
RMS	Resource Management System
RTG	X-ray apparatus
SITA	Service provider of IT business solutions and communication services
SLA	Service Level Agreement

SOBT   Scheduled Off-Block Time
SRA   Security Restricted Area
TPT   Technical operation of terminals (Prague Airport)
TSAT   Target Start-Up Approval Time
T1, T2, T3   Terminal 1, Terminal 2, Terminal 3

4. List of contacts

CDP dispatching – Shift Manager
TEL.:   +420 22011 **7000**
E-mail: dispecink.cdp@prg.aero

APRON worksite
TEL.:   +420 22011 **4412**

GATE (Check-in) worksites
TEL.:   +420 22011 **3071**

BUSES worksites
TEL.:   +420 22011 **7600**

Arrival carousels worksites
TEL T1:   +420 22011 **3809**
TEL T2:   +420 22011 **8475**

CDP/GAV dispatching
TEL.:   +420 22011 **4000**
FAX: +420 22011 2620
E-mail: General.Aviation@prg.aero

BEK dispatching
TEL.:   +420 22011 **5509 / 4331**
FAX: +420 22011 5490
E-mail: BEK.DispecinkSUP@prg.aero

BHS dispatching
TEL: +420 22011 **9165**
TEL: +420 22011 8478
E-mail: velin.bhs@prg.aero
E-mail: tridirna.rpt@prg.aero

ICT Help Desk
TEL.:   +420 22011 **3000**
E-mail: helpdesk@prg.aero

Terminal operation KPT
TEL.:   +420 22011 **5000**
E-mail: terminal.operations@prg.aero

Technical operation of terminals TPT
TEL.:   +420 22011 **6000**
E-mail: dispecink.tpt@prg.aero

PRM dispatching
TEL.:   +420 22011 **1220**
FAX: +420 22011 1222
SITA: PRGWC7X
E-mail: PRM@prg.aero
Intercom: 3222

Airport Public Address and Information System ISL
TEL: +420 22011 **4433**
TEL: +420 22011 5533
E-mail: isl.rozhlas@prg.aero

HZS dispatching
TEL: +420 22011 **3333**

Data Management
TEL.:   +420 22011 **6039**
FAX: +420 22011 6215
E-mail: dtm@prg.aero

Reporting SLA violations within 24 hours: SLA@prg.aero

Service Level Guarantee

Prague Airport declares quantitative parameters of selected services subject to the PRAGUE AIRPORT SERVICE LEVEL AGREEMENT.

This document defines the scope and standard of the airport services provided by Prague Airport, including the defined quality of providing these services, checking procedures for ascertaining the actual status and the relevant reporting method.

The declaration is a document subject to a process of verification of the determined parameters in view of the current status of quality and the related costs of ensuring this quality, which is carried out at least once a year.

Final provisions

The service level guarantee specified herein does not apply to cases when the operation is limited by force majeure events or for security reasons. In these cases Prague Airport will make its utmost effort to minimize the impact on the quality of services provided and will continuously keep the Carrier's responsible employees informed about new developments in the operational situation.

All provided services and technical means and equipment will be supplied in accordance with the valid legislation and valid internal regulations and instructions of Prague Airport applicable to occupational safety and working conditions. Coordination of this area will be managed by an expert representative of Prague Airport.

Prague Airport will make records of failures to observe the standard of services available for the Carrier's inspection at any time at the Carrier's request.