

PRAGUE AIRPORT

SERVICE LEVEL AGREEMENT

1.1. 2020

SLA SUMMARY

Area	Guarantee										
1.1 Aircraft stand (I. 7000)	<p>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.</p>										
1.2 Check-in (I. 7000)	<p>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</p> <p>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</p> <p>Availability 120 minutes prior to SOBT, in the case of long-distance flights 180 minutes prior SOBT.</p> <p>Check-in companies operating at the airport undertake:</p> <ul style="list-style-type: none"> • Luggage will be marked with a luggage tag. • Only standard luggage will be sent via the luggage conveyor. 										
1.3 Gate (I. 7000)	<p>Standard times for commencing check-in in gates (GO TO GATE) depend on the number of passengers (PAX) and location of gates within individual Piers.</p> <p>Gates located in Piers C and D and GATES B10, B13 - B18 in Pier B are usually open 50 minutes before ETD.</p> <p>Standard times for commencing check-in (GO TO GATE) within gates in Pier A and GATES B1 - B8 in Pier B are as follows:</p> <table style="margin-left: 20px;"> <tr> <td>Up to 70 PAX</td> <td>ETD – 45 minutes</td> </tr> <tr> <td>71-150 PAX</td> <td>ETD – 55 minutes</td> </tr> <tr> <td>151-220 PAX</td> <td>ETD – 70 minutes</td> </tr> <tr> <td>221-400 PAX</td> <td>ETD – 90 minutes</td> </tr> <tr> <td>401 and more PAX</td> <td>ETD – 110 minutes</td> </tr> </table> <p>The standard time periods for initiating check-in (GO TO GATE) within gates reserved for Preboarding or flights with a special security procedure in Piers A and B are:</p> <ul style="list-style-type: none"> • flights to Tel Aviv: EI AI/UP ETD – 120 minutes, other carriers ETD – 90 minutes • flights to USA ETD – 105 minutes • flights to other destinations ETD – 60 minutes <p>All gates are opened on the basis of a request by Handling Partner to CDP dispatching. CDP dispatching shall consider the</p>	Up to 70 PAX	ETD – 45 minutes	71-150 PAX	ETD – 55 minutes	151-220 PAX	ETD – 70 minutes	221-400 PAX	ETD – 90 minutes	401 and more PAX	ETD – 110 minutes
Up to 70 PAX	ETD – 45 minutes										
71-150 PAX	ETD – 55 minutes										
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221-400 PAX	ETD – 90 minutes										
401 and more PAX	ETD – 110 minutes										

current possibilities of the workplace BEK.		
1.4	Boarding Bridges (I. 7000) (I. 6000)	<p>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. The operator of the boarding bridge is obliged to be present at the boarding bridge at the CIBT time.</p> <p>Departure – The start of the removal of the first boarding bridge within 5 min from passing on the request for the removal.</p> <p>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.</p> <p>Towing – within 10 minutes of handing over a request for preparing or removing a bridge.</p> <p>A boarding bridge operator will not be needlessly blocked on a single flight for more than 10 minutes of their arrival.</p> <p>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 part of the boarding bridge).</p>
1.5	Bus (I. 7000)	<p>Arrival – provision within 2 minutes after AIBT</p> <p>Departure – provision within 7 min 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.</p> <p>The period of waiting of an unused bus at the departure exit for PAX boarding shall not exceed 10 min (the bus shall not be blocked needlessly).</p>
1.6	Security control (I. 5509)	<p>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:</p> <p>Centralized COB security checkpoint at T2</p> <ul style="list-style-type: none"> • Waiting time of passengers in queue max. 10 minutes, for passengers arriving via Fast Track filter max. 5 minutes. <p>Centralized security checkpoint for transferring passengers at T2</p> <ul style="list-style-type: none"> • Waiting time of passengers in queue max. 10 minutes. <p>Security checkpoint at T1</p> <ul style="list-style-type: none"> • The passenger handling resources are planned per the flight plan and allocated handling start time (GO TO GATE). • The opening of the appropriate security checkpoint is ensured within 7 minutes from the time of the departure waiting area opening (GO TO GATE) in the RMS system by one RTG. The corresponding capacity (RTG number) is then ensured based on the number of departing passengers. The site opening time within 7 minutes is not guaranteed if the departure waiting area opening is entered into the RMS system before the flight plan time, with the departure scheduled for a standard time according to this plan. • The additional capacity measures described in this document are used taking into account the overall operating situation only for flights with special security measures or for flights with a capacity exceeding 400 passengers.

1.7 Baggage sorting (I. 6000)	<p>Terminal 1</p> <ul style="list-style-type: none"> • Peak capacity of each island is 800 pieces per hour • Total peak of the whole system capacity is 3200 pieces per hour <p>Terminal 2</p> <ul style="list-style-type: none"> • Total peak of the whole system capacity is 3750 pieces per hour of which is 40% transfers • Automatic storage of luggage checked in early is 500 pieces • Total peak redundant capacity is 2250 pieces per hour • Capacity of six check-in half islands is 700 pieces per hour • Capacity of one Level ½ X-ray security check is 1500 pieces per hour • Capacity of one Level 3 X-ray security check is 200 pieces per hour • Capacity of a sorting tipping conveyor is 5400 tipping pans per hour • Capacity of the tunnel between T1 and T2 is 1000 pieces per hour <p>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:</p> <ul style="list-style-type: none"> • Luggage accepted at Level 1/2 as clean – max. 5 minutes • Luggage rejected at Level 1/2 and accepted at Level 3 as clean – max. 10 minutes • Luggage rejected at Level 3 and accepted at Level 4 as clean – max. 20 minutes • Luggage rejected at Level 4 as suspicious – cannot be specified <p>The delivery time for luggage to T1 and from T1 is the delivery time in T2 + 8 minutes</p>
1.8 Arrival carousels (I. 7000)	<p>Operability Identification of carousels at AIBT + 5 minutes Collection of uncollected luggage</p>
1.9 Public-address system and information (I. 7000)	<p>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</p> <p>Attendance at public-address system department and counter at T1 arrival hall is H24, attendance at the other Information service counters is governed by the flight schedule.</p>
1.10 Additional ICT services (I. 3000)	<p>Correcting faults:</p> <p>Supervising of the BRS system – Total outage – within 4,5 hours</p> <p>Supervising of the CUTE/CUPPS system: From 5:30 AM to 9 PM within 30 minutes for the Check-In, Transfer and GATE worksites and 60 minutes for training rooms. From 9 PM to 5:30 AM within 135 minutes for all.</p> <p>Total outage – within 4,5 hours</p> <p>Supervising of boarding pass reader worksites at gates:</p>

	<p>From 5:30 AM to 9 PM within 30 minutes From 9 PM to 5:30 AM within 135 minutes</p> <p>Supervising of the CUSS system: From 5:30 AM to 9 PM the window for eliminating problems at the CUSS worksite is 70 minutes From 9 PM to 5:30 AM the window for eliminating problems at the CUSS worksite is 200 minutes</p> <p>General outage in all CUSS kiosks:</p> <p>From 5:30 AM to 9 PM the window for eliminating problems at all worksites is 70 minutes From 9 PM to 5:30 AM the window for eliminating problems at all worksites is 135 minutes</p>
<p>1.11 Disabled persons and persons with reduced mobility (I. 7000)</p>	<p>Prague Airport guarantees the maximum reaction time 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:</p> <p>Departure</p> <ul style="list-style-type: none"> • Outdoor premises: <p>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</p> <ul style="list-style-type: none"> • Indoor premises of the terminals, check-in and Information service counters or kiosks in T1 and T2: <p>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</p> <p>Arrival</p> <p>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)</p>
<p>1.12 Permanent medical service (I.7000)</p>	<p>Prague Airport guarantees the maximum reaction time for providing permanent medical service as follows:</p> <ul style="list-style-type: none"> • 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, 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 the Carrier or Handling Partner requests a longer waiting of the arrival to the originally planned stand.

Checking procedure

The Carrier or 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 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

If the Carrier or 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 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% / of the Carrier movements 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 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:

- 20 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 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 Handling Partners to conclude long-term lease contracts for groups of check-in counters.

Short-term rental check-in counters (hereinafter SC) are allocated based on daily operation plans. The allocation of SC is subject to operational needs with the aim to observe standards of airlines. Prague Airport makes decisions on allocation of SC.

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, destinations, time of departure and service class, if applicable.

The Carrier or the Handling Partner shall submit the requirements for allocation of the check-in counters for the flight season to CDP at the latest 14 days before the start of the new flight season through a standard form.

The Carrier or the Handling Partner will hand over its requirements for allocating counters for the following operating day to the CDP at Prague Airport at the latest by 13:00:00 of the local time on the day preceding the relevant operating day. If more than one request for a specific check-in counter and specific time is raised, the CDP Manager responsible for planning the operation of check-in counters has the right to make the final decision on allocating the relevant check-in counter depending on the actual operational situation.

During luggage check-in, the Carrier or 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%** / of the Carrier departures 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 plan for the use of gates for lines under regular operation according to coordinated times will be provided to the Carrier or Handling Partner by 13:00 of the previous operating day.

Each departure must 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 (GO TO GATE) 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 ETD.

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

Up to 70 PAX	ETD – 45 minutes
71 - 150 PAX	ETD – 55 minutes
151 - 220 PAX	ETD – 70 minutes
221 – 400 PAX	ETD – 90 minutes
401 and more PAX	ETD – 110 minutes

The standard time periods for initiating check-in (GATE OPEN) within gates reserved for Preboarding or flights with a special security procedure in Piers A and B are:

- 1) Flights to Tel Aviv:
 - EI AI/UP ETD – 120 minutes
 - Other carriers ETD – 90 minutes,
- 2) Flights to the USA: ETD – 105 minutes,
- 3) Flights to other destinations: ETD – 60 minutes

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

Checking procedure

The Carrier or 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 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.

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%** / of the Carrier departures 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. The operator of the boarding bridge 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 BEK.

The start of the removal of the first boarding bridge at the departure is guaranteed within 5 minutes from the submission of the request for the removal to CDP dispatching. 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.

The boarding 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 Carrier or Handling Partner will hand over information on any failure to observe the boarding bridge standard of service by phoning the CDP dispatching (I. 7000) or, if ground power is involved, TPT dispatching (I. 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 buses/bus with the required capacity will be prepared during arrivals within 2 minutes from AIBT.

Airport buses/bus 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 Carrier or 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 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 60 or 90 per the bus type.

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 the sites to passengers who present their Fast Track ID upon their arrival at a security checkpoint in accordance with the “Fast Track” procedure of Prague Airport.

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 (GO TO GATE) per the following table:

PAX	GATE opening before ETD [min]	SECURITY checkpoint active [min]	Handled PAX 1 RTG	Handled PAX 2 RTG	Handled PAX 3 RTG
0 - 70	45	33	66	132	198
71 - 150	55	43	86	172	258
151 - 220	70	58	116	232	348
221 - 400	90	78	156	312	468
401 and more	110	98	196	392	588

- The determination of the number of available RTG units in time derives from the number of departing passengers and standard speed of one RTG (120 PAX/h) – corresponding capacity (number of RTG units) is ensured per the number of departing passengers. For timely passenger handling, Prague Airport will also ensure:
 - For lines with special security requirements, including passenger profiling ensured by the carrier (e.g. USA), opening at least two RTG units 60 minutes before ETD
 - For lines with the capacity over 400 PAX, opening at least two filters (RTG units) 110 minutes before ETD, three filters (RTG units) 75 minutes before ETD, and four filters (RTG units) 45 minutes before ETD, providing the security checkpoint permits it
- Opening a corresponding security checkpoint is ensured within 7 minutes from the time of a departure waiting area opening (GO TO GATE) in the RMS system by one RTG. 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.
- If a security checkpoint features more than 3 filters (RTG units), they are used in case of simultaneous handling of several aircraft as follows:

30 min before ETD	
Waiting PAX number	RTG number
50 and more	2
100 and more	3
150 and more	4
200 and more	5
250 and more	6

The security personnel do not ensure any passenger selection or priority handling per their departure time, priority entry validation, etc.

Checking procedure

The carrier or 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 control centre 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),
- 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 controls:

- ✓ **99 %** / of total Carrier flights at Terminal 1 during the monitored period

Percent fulfillment at centralized BEK controls:

- ✓ **95 %** / time exceeding the limits set as regards total operating time for centralized security controls during the monitored period

Percent fulfillment at centralized security controls 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):

T1 terminal

- Peak capacity of each island is 800 pieces per hour
- Total peak of the whole system capacity is 3200 pieces per hour

T2 terminal

- Total peak of the whole system capacity is 3750 pieces per hour of which 40% transfers
- Automatic storage of luggage checked in early is 500 pieces
- Total peak redundant capacity is 2250 pieces per hour
- Capacity of six check-in half islands is 700 pieces per hour
- Capacity of one Level ½ X-ray security check is 1500 pieces per hour
- Capacity of one Level 3 X-ray security check is 200 pieces per hour
- Capacity of a sorting tipping conveyor is 5400 tipping pans per hour
- 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 as clean max. 5 minutes
- Luggage rejected at Level 1/2 and accepted at Level 3 as clean max. 10 minutes
- Luggage rejected at Level 3 and accepted at Level 4 as clean max. 20 minutes
- Luggage rejected at Level 4 as suspicious Cannot be specified
- Delivery time for luggage to T1 and from T1 is the delivery time in T2 + 8 minutes.

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.

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

The 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 Handling Partner will hand over the information on a failure to observe the standard of the service by phone to the TPT dispatching (l. 6000) as early as possible; however, within 24 hours from the aircraft ATOT.

The TPT 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%** / operability of conveyor systems versus total operating time for the relevant 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 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 TPT dispatching is responsible for ensuring operability of the arrival luggage conveyor system. The Help Desk is responsible for keeping the First Bag / Last Bag system operational.

Percent fulfillment:

✓ **98%** / of the Carrier's total arrivals 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 – H24
- 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 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.

Percent fulfillment:

✓ **97%** / of the Carrier's total departures 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 system

- Total outage – within 4,5 hours

From 5:30 AM to 9 PM the time for repairing faults is as follows:

- 30 minutes for the Check-In, Transfer and GATE worksites
- 60 minutes for training rooms

From 9 PM to 5:30 AM the time for repairing faults is as follows:

- 135 minutes for all worksites

Supervising of boarding pass readers at gates

From 5:30 AM to 9 PM the time for repairing faults is as follows:

- 30 minutes

From 9 PM to 5:30 AM the time for repairing faults is as follows:

- 135 minutes

Supervising of the CUSS System:

From 5:30 AM to 9 PM the window for eliminating problems at the CUSS worksite is:

- 70 minutes

From 9 PM to 5:30 AM the window for eliminating problems at the CUSS worksite is:

- 200 minutes

General outage in all CUSS kiosks:

From 5:30 AM to 9 PM the window for eliminating problems at all worksites is:

- 70 minutes

From 9 PM to 5:30 AM the window for eliminating problems at all worksites is:

- 135 minutes

At the time of 9 PM – 5:30 AM of the local time, Help Desks support (I. 3000) is available for ensuring the basic support of CUPPS work stations, including accessories and scanners of boarding tickets.

Checking procedure

The Carrier or 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 (I. 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% / of deficiencies corrected by the deadline versus Carrier's total departures 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 Handling Partner will report the breach of the service standards by phone to the CDP dispatching (I. 7000) as early as possible; however, within 24 hours from the aircraft ATOT or ALDT.

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

Specification of the service

Prague Airport has designated "Quality Standard" for the assistance to passengers with disabilities and persons with reduced mobility and orientation. Prague Airport issued the norm as governing documentation for the airport operator and service providers are obligated to comply with it.

The Quality Standard document entitled "ENSURING ASSISTANCE SERVICES DURING CHECK-IN OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY AT VACLAV HAVEL AIRPORT PRAGUE " is an integral part of the SLA:

<https://www.prg.aero/en/persons-reduced-mobility-and-orientation>

Definition of quality requirements and procedures for service operators during check-in for departures, arrivals and transfer flights are completely established by the Quality standard based on the EU Regulation 1107/2006 and document ECAC 30 Part I Section 5.

Percent fulfillment:

- ✓ **98%** / of events run by the 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 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 Handling Partner will report the breach of the service standards by phone to the CDP dispatching (l. 7000) as early as possible; however, within 24 hours from the event.

The CDP 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 %** / of the total number of events during the monitored period

Statistical output:

- ✓ **1 x month**

2. Abbreviations and expressions used in the document

Airport user Common	Airline (Carrier), owner of an aircraft or Handling Partner Counter for common check-in of more flights
Long-distance line Carrier	Flight with flight time exceeding 5 hours 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
SC	short-term check-in counter rental
T1, T2, T3	Terminal 1, Terminal 2, Terminal 3
ARR	Arrival
ATA	Actual Time of Arrival
BEK	Security control (Prague Airport)
BHS	Department of Baggage Sorting (Prague Airport)
BRS	Baggage reconciliation sorting system
BSM	Baggage Source Message
CDP	Central Dispatching for Terminal Operations (Prague Airport)
CDP/GAV	CDP - General Aviation T3 (Prague Airport)
DEP	Departure
ETD	Estimated Time of Departure
HZS	Fire Service (Prague Airport)
ICT	Information and communication technology (Prague Airport)
ISL	Airport Information Service (Prague Airport)
KPT	Terminal Operation (Prague Airport)
LPP	Airport Emergency Plan
PAX	Passengers
PRM	Passenger with reduced mobility - Assistance services provided to passengers with disabilities and persons with reduced mobility and orientation
PRK	Arrival carousels
PSM	Passenger Service Message
RMS	Resource Management System
RTG	X-ray apparatus
SLA	Service Level Agreement
SRA	Security Restricted Area
TPT	Technical operation of terminals (Prague Airport)
AIBT	Actual In-Block Time
ALDT	Actual Landing Time
APIS	Advance Passenger Information System
ATOT	Actual Take-Off Time
CIBT	Calculated In-Block Time
CUSS	Common Use Self Service – self-service kiosks
CUTE	Passenger check-in system
IATA	International Air Transport Association
SITA	Service provider of IT business solutions and communication services

SOBT
TSAT
CUPPS

Scheduled Off-Block Time
Target Start-Up Approval Time
Common Use Passenger Processing System

3. 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

PRK 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

MaidPro Service

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 4533
E-mail: isl.rozhlas@prg.aero

Data Management

TEL.: +420 22011 6039
FAX: +420 22011 6215
E-mail: dtm@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.