

Aviapartner Group

Operational Punctuality

2022 – 2024 FY

Corporate Communications
 Brussels National Airport
 1930 Zaventem
 Belgium

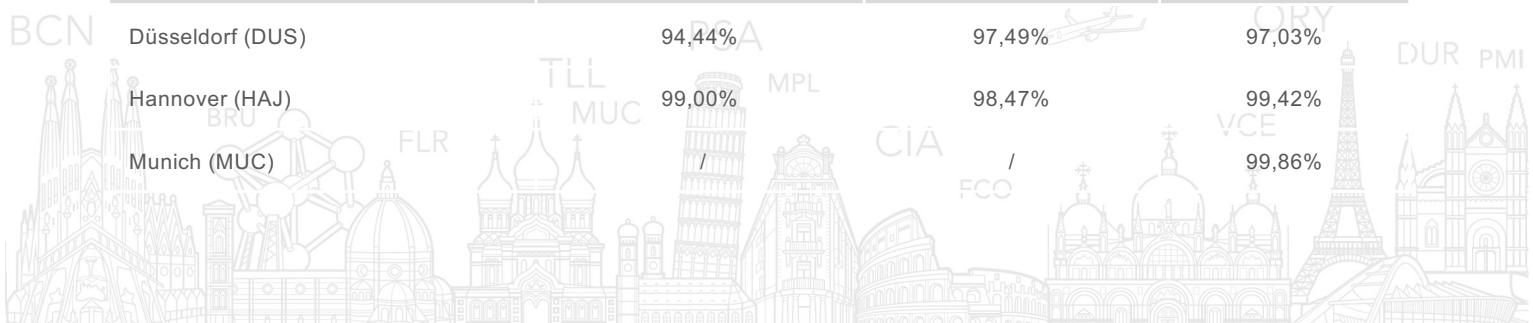
Brussels, 17 March 2025

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

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

The accompanying tables present performance results categorised by country and airport from 2022 to 2024, underscoring Aviapartner's dedication to maintaining the highest standards of service quality.

Year	2022	2023	2024
Belgium	96,86%	98,44%	99,09%
Brussels (BRU)	96,68%	98,39%	99,07%
Brussels Cargo	97,86%	97,37%	93,82%
Antwerp (ANR)	99,90%	99,50%	98,88%
Ostend (OST)	98,97%	99,81%	99,92%
Liège (LGG) (handling)	96,72%	96,26%	98,99%
Liège (LGG) (Cargo)	/	98,88%	97,52%
Germany	94,68%	97,63%	97,61%



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Italy	98,46%	97,91%	98,95%
Bologna (BLQ)	96,47%	98,29%	98,28%
Catania (CTA)	99,73%	99,67%	99,69%
Crotone (CRV)	99,83%	99,91%	99,73%
Florence (FLR)	/	97,29%	99,24%
Rome (FCO)	98,28%	96,88%	98,22%
Milan (LIN)	99,20%	99,44%	99,77%
Milan (MXP)	95,95%	96,77%	98,95%
Palermo (PMO)	99,83%	99,58%	99,58%
Pisa (PSA)	/	98,77%	99,49%
Reggio Calabria (REG)	99,88%	99,91%	99,87%
Lamezia Terme (SUF)	99,47%	99,48%	97,96%
Turin (TRN)	98,95%	99,72%	100,00%
Verona (VRN)	/	/	97,87%
The Netherlands	92,42%	94,08%	96,85%
Amsterdam (AMS)	93,06%	93,04%	96,77%
Rotterdam (RTM)	90,74%	97,24%	97,05%



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Year	2022	2023	2024
Spain	99,91%	99,89%	99,45%
Alicante (ALC)	/	/	100,00%
Barcelona (BCN)	/	/	98,38%
Bilbao (BIO)	/	/	99,80%
El Hierro (VDE)	/	/	100,00%
La Gomera (GMZ)	/	/	100,00%
La Palma (SPC)	/	/	100,00%
Lanzarote (ACE)	99,91%	99,97%	99,84%
Madrid (MAD)	/	/	98,75%
Malaga (ALG)	99,90%	99,95%	99,76%
Fuerteventura (FUE)	99,83%	99,80%	99,79%
Girona (GRN)	99,87%	99,72%	99,66%
Menorca (MAH)	100,00%	99,87%	99,95%
Oviedo (OVD)	/	/	100,00%
Sevilla (SVQ)	100,00%	99,95%	99,82%
Tenerife Sur (TFS)	99,89%	99,84%	99,61%
Valencia (VLC)	/	/	99,71%



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Year	2022	2023	2024
France	99,25%	99,59%	99,53%
Bordeaux (BOD)	98,75%	99,56%	99,72%
Lille (LIL)	99,55%	99,70%	99,81%
La Rochelle (LRH)	99,45%	99,89%	99,71%
Lyon (LYS)	98,88%	99,40%	99,49%
Montpellier (MPL)	99,80%	99,66%	99,77%
Marseille (MRS)	99,50%	99,69%	99,66%
Nice (NCE)	98,67%	99,34%	99,26%
Nantes (NTE)	99,63%	99,60%	99,63%
Orly (ORY)	99,61%	99,44%	98,14%
Toulouse (TLS)	99,87%	99,87%	99,84%

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About Aviapartner

Brussels, 17 March 2025

The leading independent provider of Airport Ground Handling services across Africa and Europe

Since 1949, Aviapartner is the leading independent provider of Airport

Ground Handling services at over 75 airports across Europe

and Africa. With operations in Belgium, Estonia, France,

Germany, Italy, The Netherlands, Spain, South Africa, and

Switzerland, Aviapartner employs

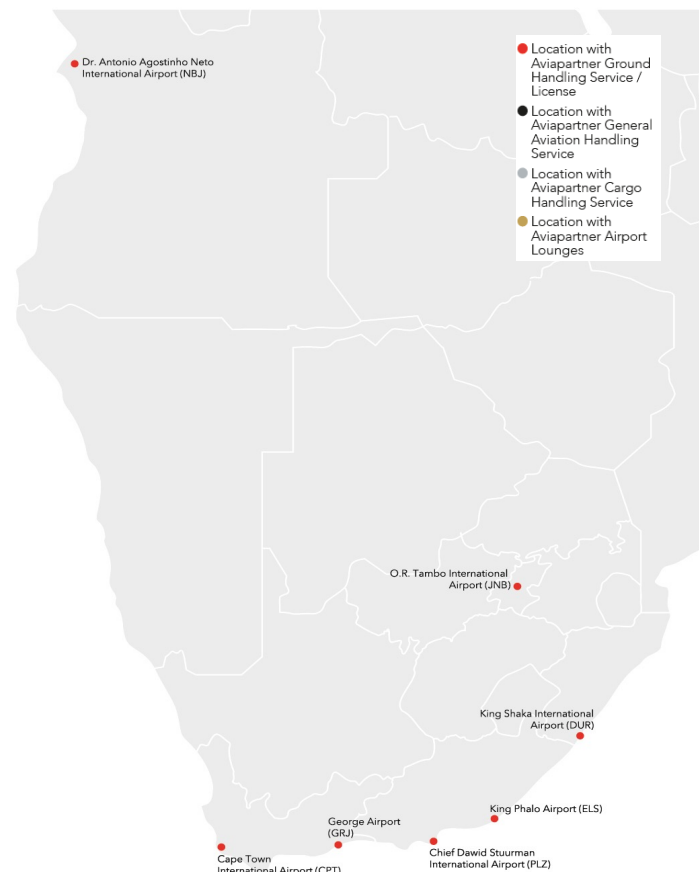
18000+ dedicated professionals serving the

needs of 120+ million passengers.

A wide range of Airport Ground Services are provided

to over 500 passenger and cargo airlines.

- Ramp Handling
- Passenger Handling
- Lost and Found Services
- Load Control
- Airport Management and Supervision
- Concierge Services
- Ground Transportation
- Airport Lounges



- Location with Aviapartner Ground Handling Service / License
- Location with Aviapartner General Aviation Handling Service
- Location with Aviapartner Cargo Handling Service
- Location with Aviapartner Airport Lounges