







Airport Infrastructure Availability















3rd Quarter 2015

| | LIS (peak) | | LIS (off-peak) | | OPO | | FAO | | PDL | | FNC | |
|----------------------------------|---------------|---|-------------------|---|--------------|---|--------------|---|--------------|---|--------------|---|
| RUNWAY | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,50% | | 99,50% | | 99,50% | | 99,50% | | 99,50% | | 99,50% | |
| STANDS | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | |
| BAGGAGE HANDLING SYSTEM | | | | | | | | | | | | |
| Departures | 100% | ● | 99,87% | ● | 100% | ● | 100% | ● | 99,33% | ● | 100% | ● |
| minimum level | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | |
| Transfers | 100% | ● | 100% | ● | 100% | ● | na | | na | | na | |
| minimum level | 99,00% | | 99,00% | | 99,00% | | | | | | | |
| Arrivals | 100% | ● | 99,99% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | |
| HBS | 99,99% | ● | 99,99% | ● | 100% | ● | 100% | ● | 99,65% | ● | 99,99% | ● |
| minimum level | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | |
| CRITICAL IT SYSTEMS | | | | | | | | | | | | |
| CUPSS | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | |
| GO | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | |
| FIDS | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | | 99,500% | |
| AIR BRIDGES | 99,79% | ● | 99,84% | ● | 99,96% | ● | 100% | ● | na | | na | |
| minimum level | 96,00% | | 96,00% | | 99,00% | | 98,00% | | | | | |
| BAGGAGE CLAIM | | | | | | | | | | | | |
| First Bag | | | | | | | | | | | | |
| % baggage delivered in x minutes | 84,60% | ● | 88,91% | ● | 89,37% | ● | 92,67% | ● | 88,94% | ● | 96,48% | ● |
| minimum level | 90,00% - 30' | | 90,00% - 30' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 15' | | 90,00% - 20' | |
| Last Bag | | | | | | | | | | | | |
| % baggage delivered in x minutes | 90,96% | ● | 91,89% | ● | 96,06% | ● | 93,83% | ● | 90,54% | ● | 96,79% | ● |
| minimum level | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 15' | | 90,00% - 20' | |

SECURITY CONTROL

| | | | | | | | | | | | | |
|-------------------------------------|--------------|-----------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------------|
| % passengers processed in x minutes | 99,75% |  | 98,29% |  | 99,60% |  | 97,44% |  | 99,70% |  | 96,37% |  |
| minimum level | 90,00% - 15' | | 90,00% - 10' | | 90,00% - 10' | | 90,00% - 15' | | 90,00% - 10' | | 90,00% - 10' | |


MOBILITY SUPPORT EQUIPMENT


| | | | | | | | | | | | | |
|---------------|--------|-----------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------|----|--|--------|-------------------------------------------------------------------------------------|
| Escalators | 98,13% |  | 98,12% |  | 99,99% |  | 99,14% |  | na | | 99,82% |  |
| minimum level | 96,00% | | 96,00% | | 99,00% | | 99,00% | | | | 98,00% | |
| Travelators | 99,71% |  | 99,78% |  | 99,97% |  | 99,95% |  | na | | na | |
| minimum level | 98,00% | | 98,00% | | 99,00% | | 99,00% | | | | | |
| Lifts | 97,99% |  | 98,23% |  | 99,99% |  | 99,50% |  | na | | 99,90% |  |
| minimum level | 96,00% | | 96,00% | | 99,00% | | 99,00% | | | | 98,00% | |

Note_

The minimum levels of service are the values contained in the agreement made with clients for 2014, below which a situation of non-compliance with the minimum performance agreed, arises.

Legend_

 result equals or exceeds minimum established level of service

 result bellow minimum established level of service

HBS Hold Baggage System

CUPPS Common Use Passenger Processing System

GO Operational Management (centralized system)

FIDS Flight Information Display System