

KEY PERFORMANCE INDICATORS

1. Required Space Standards - Phase A of New Terminal and Phase B of New Terminal

The Concessionaire shall ensure that operation of the Terminal complies with IATA level of service standard not lower than C.

Table 1

Processes	Required Space Standard
<u>Check-In Queue Area</u>	1.4 square meters of clear floor space per queuing passenger
<u>Security Queue Area</u>	1.0 square meter of clear floor space to be available per occupant of the queue(s) for security checking
<u>Immigration (Dep) Queue Area</u>	1.0 square meter per occupant
<u>Immigration (Arr) Queue Area</u>	1.0 square meter per occupant

2. Level of Performance Standards after Phase A New Terminal Opening Date

Company Responsibility

The following processes shall be controlled by the Company staff, for which the following standards shall apply, unless otherwise agreed between the Parties and the Airport User(s).

Table 2

Process	Required Standard
Check-In -Target Levels Waiting times for passengers prior to checking-in	95% of Economy class passengers to wait less than 12 minutes; <i>and</i> 100% of Economy class passengers to wait less than 20 minutes; <i>and</i> 95% of First Class and Business Class passengers to wait less than 5 minutes; <i>and</i> 100% of First Class and Business Class passengers to wait less than 10 minutes.

<p>Security - Target Levels.</p> <p>Waiting time for passengers</p>	<p>95% of passengers to wait less than 7 minutes; <i>and</i></p> <p>100% of passengers to wait less than 10 minutes.</p>
<p>Transfer Desks – Target Levels</p> <p>Waiting times for passengers</p>	<p>95% of passengers to wait less than 6 minutes; <i>and</i></p> <p>100% of passengers to wait less than 10 minutes.</p>
<p>Baggage Delivery</p>	<p>90% of passengers to wait less than 15 minutes; and</p> <p>100% of passengers to wait less than 30 minutes (last bag).</p>

Check-in desk(s) for passengers of any flight shall be opened by the Concessionaire a minimum of 2 hours before scheduled time of departure of such flight.

The minimum number of check-in desks opened by the Company per flight shall be determined as the number of passengers booked to travel on such flight divided by 90 rounded up to the nearest one.

The Concessionaire shall ensure that passengers do not need to queue outside the perimeter of the designated check-in queuing area.

The Concessionaire shall ensure that arriving passengers do not have to queue on any external (outdoor) area and that there is no holding (waiting) of passengers on aircraft, apron or buses prior to arrival immigration due to congestion of the arrival immigration area. The arrival immigration operation shall not impede the use of the transit I transfer process by staff or passengers

The realization of the above mentioned service standards might be subject to dependency on inter-governmental obligations therefore it will be addressed in the concessionary agreement.

3. Performance Monitoring and Performance Reporting

Measurement of the performance as specified in this document shall be carried out by the Concessionaire at its own cost, shall commence immediately after the opening date of the Terminal and shall continue throughout the Concession Period. The Concessionaire shall prepare a quarterly report summarising the key performance indicators (KPI) in the categories listed in the table below as agreed with the Civil Aviation Authority (AAC) and submit this report to the same

AAC. If such report (or other reliable objective measurement) identifies substandard performance, which is the responsibility of the Company, the consequences shall be as follows:

Minor Non-compliance: In the event of a Minor Non-compliance, the Company shall put into effect procedures or undertake such other measures as are necessary in order to rectify the noncompliance within a period of two weeks from the reporting of such non-compliance

Intermediate Non-compliance: In the event of an Intermediate Non-compliance, the Concessionaire shall be required to put into effect procedures or undertake such other measures that are necessary in order to rectify the non-compliance within a period of one month from the reporting of such non-compliance

Following the occurrence of an Intermediate Non-compliance, the Authorized State Organ shall, in coordination with the AAC have the right to require the Concessionaire to undertake continuous monitoring of the performance standards not complied with and report the extent of compliance with such standards, for a minimum period of 30 days. The Authorized State Organ shall have the right to nominate a person to observe the Concessionaire's compliance with such standard during such 30 day period.

Major Non-compliance: In the event of a Major Non-compliance, the Concessionaire shall prepare and submit proposals for the rectification of such non-compliance to AAC within two days of the reported non-compliance. Such proposals as approved by the AAC shall be implemented by the Company with immediate effect

Following the occurrence of a Major Non-compliance, the Authorized State Organ shall have the right to receive all information pertinent including all reports on the operational performance of the Concessionaire and have the right to oversight of all sub-contracts for operational, safety and security matters. This right of appoint shall be for a minimum period of 12 months and shall continue thereafter if any Intermediate, Major or Total Non-compliances occur during such initial 12 month period.

Total Non-compliance: if not remedied within the applicable cure periods under this Agreement, shall be a Material Breach.

The AAC shall, during normal business hours and upon reasonable notice, have the right to inspect the records of the Concessionaire in relation to compliance with the operational standards if it has reason to believe such standards are not being met.

Upon AAC's request, the Concessionaire shall procure a copy of the latest operational performance report of the Airport and any other technical information requested.