







Airport Infrastructure Availability















1st Quarter 2019

| | 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% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● | 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% | | 99,500% | | 99,00% | | | | | | | |
| Arrivals | 99,99% | ● | 99,99% | ● | 100% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,00% | | 99,500% | | 99,00% | | 99,00% | | 99,00% | | 99,00% | |
| HBS | 99,99% | ● | 99,99% | ● | 99,99% | ● | 100% | ● | 100% | ● | 100% | ● |
| minimum level | 99,00% | | 99,500% | | 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 | 99,93% | ● | 99,94% | ● | 100% | ● | 100% | ● | na | | na | |
| minimum level | 96,00% | | 96,00% | | 99,00% | | 98,00% | | | | | |
| BAGGAGE CLAIM | | | | | | | | | | | | |
| First bag | | | | | | | | | | | | |
| % baggage delivered in x minutes | 95,15% | ● | 96,20% | ● | 94,03% | ● | 93,26% | ● | 96,16% | ● | 94,65% | ● |
| minimum level | 90,00% - 30' | | 90,00% - 30' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | |
| Last bag | | | | | | | | | | | | |
| % baggage delivered in x minutes | 90,07% | ● | 90,83% | ● | 97,28% | ● | 96,23% | ● | 97,75% | ● | 97,87% | ● |
| minimum level | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | | 90,00% - 20' | |

SECURITY CONTROL

| | | | | | | | | | | | | |
|-------------------------------------|--------------|---|--------------|---|--------------|--|--------------|---|--------------|---|--------------|---|
| % passengers processed in x minutes | 99,19% |  | 97,90% |  | 94,33% |  | 97,42% |  | 100% |  | 96,09% |  |
| minimum level | 90,00% - 15' | | 90,00% - 10' | | 90,00% - 10' | | 90,00% - 15' | | 90,00% - 10' | | 90,00% - 10' | |



MOBILITY SUPPORT EQUIPMENT

| | | | | | | | | | | | | |
|---------------|--------|---|--------|---|--------|--|--------|---|----|--|--------|---|
| Escalators | 99,72% |  | 99,87% |  | 100% |  | 99,72% |  | na | | 100% |  |
| minimum level | 96,00% | | 96,00% | | 99,00% | | 99,00% | | | | 98,00% | |
| Travelators | 99,76% |  | 99,86% |  | 100% |  | 100% |  | na | | na | |
| minimum level | 98,00% | | 98,00% | | 99,00% | | 99,00% | | | | | |
| Lifts | 99,74% |  | 99,82% |  | 99,99% |  | 99,77% |  | na | | 100% |  |
| 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