

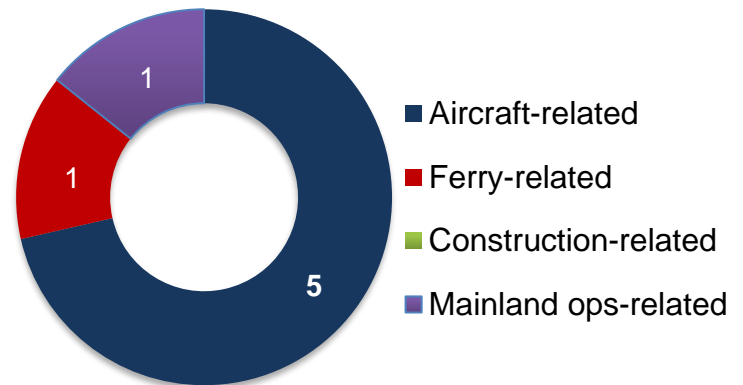
SUMMARY

7 TOTAL COMPLAINTS

Total aircraft-related	5
Total ferry-related	1
Total construction*	0
Total mainland ops related	1

* Terminal Upgrade related

COMPLAINTS BY ACTIVITY



5 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	02
General aviation	00
Medevac	00
Police helicopters	00
Helicopters	01
Military	00
No associated aircraft movement found	00
General	02

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Nov 2017 / Nov 2018)

↓ 65%

COMPLAINTS YEAR OVER YEAR : (YTD 2017/ YTD 2018)

↓ 20%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%