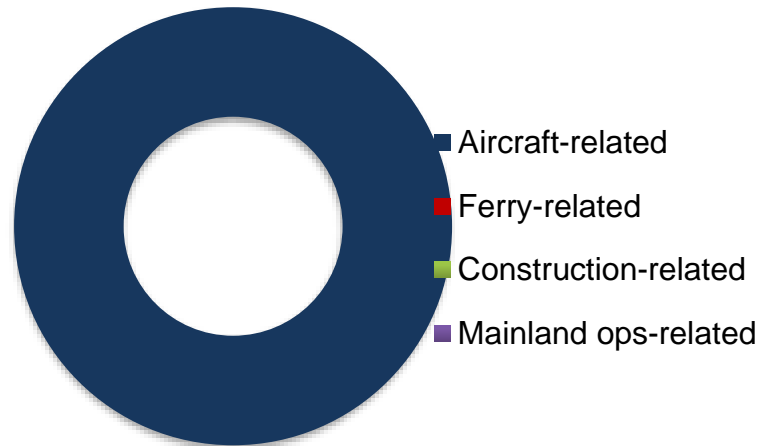


SUMMARY

2 TOTAL COMPLAINTS

Total aircraft-related	2
Total ferry-related	0
Total construction*	0
Total mainland ops related	0

COMPLAINTS BY ACTIVITY



2 COMPLAINTS OF AIRCRAFT OPERATIONS BY TYPE

Scheduled Commercial Service	00
General aviation	00
Medevac	00
Helicopters	01
Military	00
Engine Runs	01

Curfew violations 0

COMPLAINTS YEAR OVER YEAR: (Dec 2020/Dec 2019)

↓ 94%

COMPLAINTS YEAR OVER YEAR: (YTD 2020/ YTD 2019)

↓ 38%

COMPLAINT TURNAROUND COMMITMENT MET

*Response to complaint within 5 working days

100%