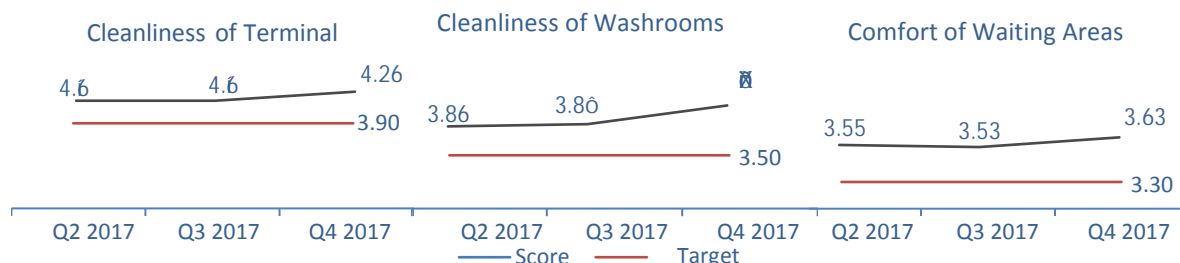


W	•	•	v	P	Q	Results Q4 2017	Results Q3 2017	Target	Revenue at Risk	Price Cap Reduction
Cleanliness of airport terminal						4.26	4.16	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets						4.05	3.88	3.50 / 5	0.25%	-
Comfort of waiting / gate areas						3.63	3.53	3.30 / 5	0.25%	-



Ease of way finding through airport						4.27	4.26	3.90 / 5	0.25%	-
Flight information screens						4.34	4.34	3.90 / 5	0.25%	-
Internet / Wi-Fi						3.88	3.88	3.10 / 5	0.25%	-

