

Exhibit 3.4.5.3: LoS Guidelines for Airport Terminal Facilities

LoS Guidelines		SPACE GUIDELINES [sqm/PAX]			MAXIMUM WAITING TIME GUIDELINES Economy Class [minutes]			MAXIMUM WAITING TIME GUIDELINES Business Class / First Class / Fast Track [minutes]			OTHER GUIDELINES & REMARKS		
LoS Parameter:		Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum
Public Departure Hall		> 2.3	2.0 - 2.3	< 2.0	n/a			n/a			Optimum proportion of seated occupants: 15 - 20%*		
Check-In	Self-Service Kiosk (Boarding Pass / Bag Tagging)	> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 2	> 2	< 1	1 - 2	> 2			
	Bag Drop Desk (queue width 1.4 - 1.6m)	> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 5	> 5	< 1	1 - 3	> 3			
	Check-in Desk (queue width: 1.4 - 1.6m)	> 1.8	1.3 - 1.8	< 1.3	< 10	10 - 20	> 20	< 3	Business Class 3 - 5	> 5			
Security Control (queue width: 1.2m)		> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	First Class 1 - 3	> 3			
Emigration Control (Outbound Passport Control) (queue width: 1.2m)		> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	Fast Track 1 - 3	> 3			
Gate Holdrooms / Seating		> 1.7	1.5 - 1.7	< 1.5	n/a			n/a			Optimum proportion of seated occupants: 50 - 70%*		
Departure Lounges Standing		> 1.2	1.0 - 1.2	< 1.0							Maximum Occupancy Rate: < 60% 60 - 70% > 70%		
Immigration Control (Inbound Passport Control) (queue width: 1.2m)		> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	Fast Track 1 - 5	> 5			
Baggage Reclaim	Narrow Body Aircraft	> 1.7	1.5 - 1.7	< 1.5	< 0	0 / 15	> 15	< 0	0 / 15	> 15	The first waiting time value relates to "first passenger to first bag". The second waiting time value relates to "last bag on belt" (counting from the first bag delivery).**		
	Wide Body Aircraft	> 1.7	1.5 - 1.7	< 1.5	< 0	0 / 25	> 25						
Customs Control		> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 5	> 5	< 1	1 - 5	> 5	Waiting times refer to a procedure when 100% of the passengers are being checked by Customs		
Public Arrival Hall		> 2.3	2.0 - 2.3	< 2.0	n/a			n/a			Optimum proportion of seated occupants: 15 - 20%*		

\* Lower limit to be considered only if extensive F+B seating is provided (within concession zones)

\*\* The time between the first passenger arriving at the reclaim belt and the first baggage arriving on the reclaim belt should be zero minutes, in order to maximize the efficiency of checking a hold bag for the passenger. Bags delivered to the reclaim prior to passengers arriving at the reclaim belt (negative waiting times) can be considered over-design. The time to deliver all bags from a flight should be no more than first-bag delivery

+15 minutes for narrow body aircraft flights and

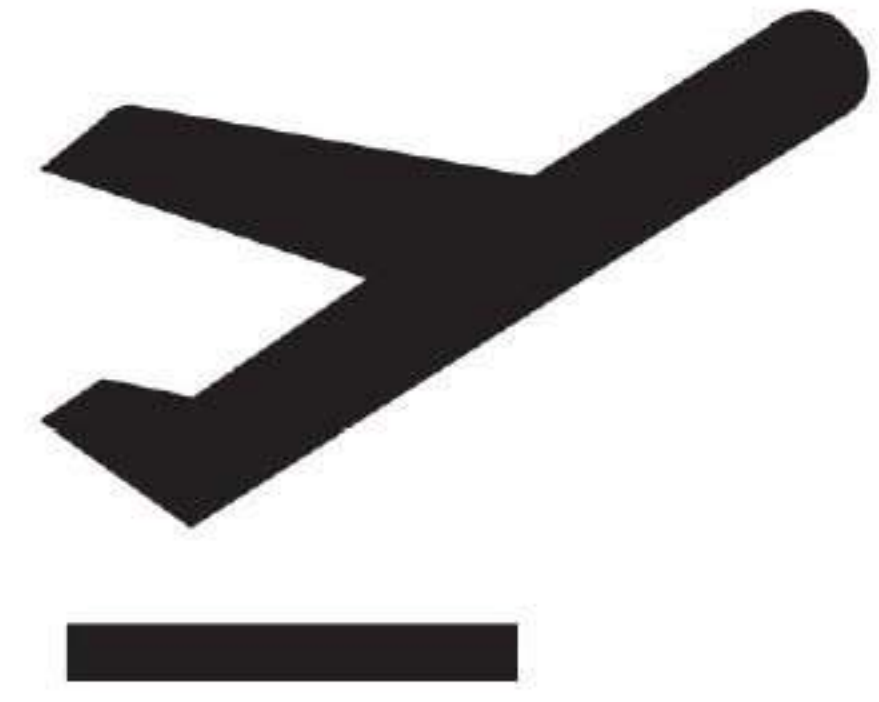
+25 minutes for wide body aircraft flights.

**NB with regards to chapter 3.4.5.2 - LoS Category UNDER-PROVIDED:** For processing facilities, the LoS UNDER-PROVIDED only results when both space and waiting time parameters are sub-optimum. For the boarding gate lounge and holdrooms, the LoS UNDER-PROVIDED only results when space parameter and maximum occupancy rate is sub-optimum. For the public departure and arrival halls, the LoS UNDER-PROVIDED only results when the space per occupant is 80% or less than the targeted optimum LoS parameter.



# Is Your Airport Terminal Operating At An Optimum Level?

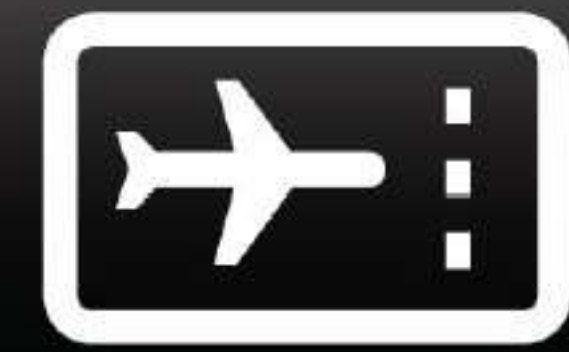
IATA's Level of Service (LoS) Concept is the industry benchmark for optimum passenger terminal facilities.



## DEPARTURE



As featured in the IATA ADRM.  
[iata.org/adrm](http://iata.org/adrm)



### CHECK-IN

Proper arrangement of self-service options such as self-tagging and bag drop stations are cutting down wait times, improving passengers' travel experience and resulting in increased efficiency in terms of space utilization and operations.



#### Self-Service

Boarding Pass and Tagging

#### Check-in Desk

Bag Drop Desk/Station



### SECURITY

The introduction of risk-based security concepts, advanced screening technologies and process innovations will enable passengers to proceed with minimal inconvenience while optimizing security resources and airport facilities.



### PASSPORT CONTROL

Improved border control solutions in the areas of passenger data / document verification and other regulatory requirements makes emigration hassle-free and comfortable for passengers and for border officers.

#### Automatic Border Control



#### Staffed Emigration Desk



### BOARDING GATES

Having adequate space while passengers wait for boarding is also a vital component of the passenger travel experience.



**50 - 70% to be seated**

Seating space 1.8 m<sup>2</sup> - 2.2 m<sup>2</sup>  
Standing space 1.2 m<sup>2</sup> - 1.5 m<sup>2</sup>



**OPTIMUM Queuing Times**

**ECONOMY CLASS**

**1 - 2 min**

**1 - 5 min**

**10 - 20 min**

**5 - 10 min**

**1 - 5 min**

**5 - 10 min**



**OPTIMUM Space per passenger**

**1.3 - 1.8 m<sup>2</sup>**

**1.0 - 1.2 m<sup>2</sup>**

**1.0 - 1.2 m<sup>2</sup>**

**More optimum departures mean more future arrivals!**



### CUSTOMS CONTROL

These waiting times refer to a procedure when 100% of the passengers are being checked by Customs.



**1 - 5 min**

**1.3 - 1.8 m<sup>2</sup>**



### BAGGAGE CLAIM

No matter the size of your terminal, passengers expect to claim their baggage in a timely manner. After all, it's often the last touch-point you have with passengers. Why not end it on a high note?



#### WIDE BODY



#### NARROW BODY



First passenger to first bag / Last bag on belt (from first delivery)  
**0 / 25 min** { **0 / 15 min**

**1.5 - 1.7 m<sup>2</sup>**



### PASSPORT CONTROL

The right mix of self-service technologies with border officers provides a seamless and pleasant welcome for passengers at your airport.



Staffed Immigration Desk  
**5 - 10 min**



Automatic Border Control  
**1 - 5 min**

**1.0 - 1.2 m<sup>2</sup>**

**ECONOMY CLASS**

**OPTIMUM Queuing Times**



**OPTIMUM Space per passenger**



## ARRIVAL

**Do you know your Level of Service?**

Contact us for a professional assessment of your current passenger terminal or expansion plan.  
For more information, e-mail us at [consulting@iata.org](mailto:consulting@iata.org) or visit [www.iata.org/los](http://www.iata.org/los)