

AMENDMENT AGREEMENT TO THE ASQ DEPARTURE MAIN SURVEY PARTICIPATION AGREEMENT entered into as of 2020-03-27 (signing date of amendment).

BETWEEN:

6PS-20-824
AIRPORTS COUNCIL INTERNATIONAL
800 Square-Victoria Street, Suite 1810, P.O. Box 302,
Montréal, Québec, H4Z 1G8, Canada;

(hereinafter "ACI")

AND:

Lithuanian Airports/ Vilnius Airport VNO
(Airport/ Operator official name with IATA code where
applicable)

(hereinafter the "Airport").

WHEREAS the Parties entered into an ASQ Departure Main Survey Participation Agreement effective as of 2017-12-13 /6PS-17-318 (the "ASQ Departure Survey Agreement signing date with ACI"); and

WHEREAS the Parties wish to amend certain terms of the ASQ Departure Survey Agreement in order to, among other things, modify the data collection mode, such amendments to become part of the ASQ Departure Survey Agreement as of the date hereof.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH THAT in consideration of the respective covenants and agreements herein contained and for other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged by each of the Parties), the Parties hereby covenant and agree as follows:

ARTICLE I AMENDMENTS

Airport will commence data collection on tablets effective in sampling period of Q3 2020, starting July 1st, 2020. Therefore, the ASQ Departure Survey Agreement is hereby amended as follows:

1.1 The General Terms and Conditions are amended by addition of following definitions:

1.1 "Tablet" means wireless touch screen mobile device with wireless Internet or local area networks (LAN). Tablet is provided and supported by Airport or Airport subcontractor. Below are system requirements:

- **Device:** Apple or Android (*preferably from a well-known brand*)
- **Screen:** 10.1" screen size (diagonal) is recommended (at least 1024x768 (1x scaling) or 2048x1536 (2x scaling, aka retina)
- **Version:** iOS 12.1 or higher, or Android 5+ with Chrome 60+
- **Processor:** Quad-core 1.2Ghz or higher
- **Memory:** 1GB RAM or higher
- **Storage:** 8GB or higher
- **Networking:** Wi-Fi or data plan (3G/4G) enabled depending on the level of connectivity desired
- **Battery Life:** 125% of the daily data-collection duration is recommended (*ex: for an 8 hour shift, a 10 hour battery life is recommended*)

"Survey Management Tool (SMT)" means online tool for managing ASQ sample plan and data collection. It allows Airport, and its fieldwork agency to access sample plans, request sample plan

revisions, view completion status and access completed questionnaires, define specific editing rules, select the custom panel for reporting, etc.

“ASQ Mobile Survey App (ASQ App)” means progressive web application (PWA) used to collect ASQ data on Tablets. The App is accessible via a web browser and works offline and online.

- 1.2 Schedule IV (Fieldwork and Sample Plan Rules and Guidelines) is hereby replaced entirely with a new Schedule IV attached hereto.

**ARTICLE II
EXTENT OF AMENDMENTS**

The amendments set forth herein are limited precisely as written and shall not be deemed to (i) be a consent to any amendment, waiver or modification of any of the other terms or conditions of the ASQ Departure Survey Agreement or (ii) prejudice any other rights that any Party may now have or may have in the future under or in connection with the ASQ Departure Survey Agreement.

**ARTICLE III
GENERAL**

- 4.1 Each of the Parties shall, at the request of the party to this Amendment, execute such documents and do such acts as may be reasonably required to carry out the terms of this Amendment.
- 4.2 This Amendment may be executed in as many counterparts as are necessary, and when executed by all Parties hereto, such counterparts shall constitute one agreement.
- 4.3 Except as amended by this Amendment, all of the provisions of the ASQ Departure Survey Agreement shall continue in full force and effect until such time as the said ASQ Departure Survey Agreement is terminated.
- 4.4 This Amendment shall ensure to the benefit of, and be binding upon, the Parties and their respective successors and assigns.
- 4.5 No modification, supplement or amendment to this Amendment shall be binding unless made in accordance with the terms of the Agreement and executed in writing by all of the Parties hereto.

IN WITNESS WHEREOF the Parties hereto have caused this Amendment to be duly executed as of the date first herein above mentioned.

AIRPORT



By: _____
 Name: Marius Gelžinis CEO
 Title: Lithuanian Airports SE

AIRPORTS COUNCIL INTERNATIONAL



By: _____
 Name: Dimitri Coll
 Title: Director ASQ



Schedule IV
Fieldwork and Sample Plan Rules and Guidelines

1. Rules for planning the fieldwork according to the Sample Plan

- 1.1 The schedule, location, and details of the fieldwork shall be kept confidential, in order to ensure that behavioral bias from airport staff is not introduced.
- 1.2 Except in cases of major emergencies, the planned fieldwork schedule shall not be modified.
- 1.3 Based on the theoretical Sample Plan provided by ACI every quarter, the Airport shall follow this methodology:
 - 1.3.1 The number of questionnaires collected for each selected flight at the boarding area shall be equal or less than **10** questionnaires.
 - 1.3.2 [Recommended Practice] In cases where the number of questionnaires per "airline-destination" combination is less than 4, these questionnaires can be allocated to other "airline-destination" combinations. Airports following this Recommended Practice shall:
 - A. allocate these questionnaires to other airlines flying to the same destination or to the same airline flying to other destinations;
 - B. rotate these combinations during subsequent quarters, in order to maximize the annual representation of the real sample when compared to the theoretical Sample Plan.
- 1.4 Fieldwork shall be distributed evenly over all three (3) months of a given quarter, with a minimum of two (2) fieldwork days per month, for a minimum of seven (7) fieldwork days for the whole quarter.
- 1.5 Fieldwork shall cover every day of the week (from Monday to Sunday) and all Airport operating hours.
- 1.6 For quality control purposes and to ensure Airports' compliance with the theoretical Sample Plan, the completion rate of the "airline-destination" combinations will be calculated by dividing the actual number of the completed questionnaires by the theoretical number of questionnaires from the Sample Plan.
 - A. Completion Rates for each "airline-destination" combination and "airline-destination" totals shall be equal or greater than 85% per quarter with the exception of the combinations and totals with less than four (4) online/paper questionnaires;
 - B. If a Participating Airport fails to fulfill this requirement without any valid reason, this airport will not be included in the official rankings for that quarter, nor in the official "year-to-date" rankings for that year. In addition, this Airport will not be eligible for an annual award.
 - C. Assessment of the Completion Rate of an Airport will be shared with other Participating Airports at the end of each quarter.
 - D. Additional details and implementation examples will be provided in a separate document.

2. Rules for fieldwork agents

- 2.1 The ASQ questionnaire shall be self-completed by a single passenger.



- 2.2 Fieldwork agents shall arrive at the boarding area of a selected flight at least:
 - **30** minutes before the airline announced boarding time for narrow body flights (typically, up to 230 seat capacity);
 - **45** minutes before the airline announced boarding time for wide body flights (typically, more than 230 seat capacity).
- 2.3 Fieldwork agents shall space the distribution of questionnaires over all the available waiting time before boarding, to include in the sample those passengers that usually arrive at the gate at a time closer to the boarding call (e.g. business passengers).
- 2.4 Fieldwork agents shall collect a number of questionnaires equal or less than **10** per flight, following the indications of section 1.3.1 above.
- 2.5 Fieldwork agents shall introduce the questionnaire to the passengers with a neutral, clear statement, for example:
 - *Would you mind taking some time to fill out this brief questionnaire that [this airport] is conducting? Please hand it back to me before departing. Thank you."*
- 2.6 Fieldwork agents shall offer to the passenger the different language versions available.
- 2.7 Fieldwork agents shall distribute the questionnaires to a broad range of diverse passengers at the departing area, on a random basis.
- 2.8 Fieldwork agents shall avoid giving questionnaires to members of the same group (e.g. families, friends, colleagues).
- 2.9 Fieldwork agents shall stay in the Departures area while passengers are filling out the questionnaires, in order to be able to provide clarifications and to get back tablet after survey is completed.
- 2.10 Fieldwork agents shall be fluent in the main local language.
- 2.11 Fieldwork agents shall have upper-intermediate knowledge of English.
- 2.12 Fieldwork agents shall have previous experience in questionnaire collection and management.
- 2.13 Fieldwork agents shall have outstanding communication skills.
- 2.14 Fieldwork agents shall follow smart casual dress code or wear the Participating Airport's uniform.
- 2.15 Fieldwork agents shall carry a visible airport identification card.
- 2.16 Fieldwork agents shall check the questionnaires after collecting them from the passengers, focusing on the following fields, and completing the information if needed:
 - Airline; Flight number; Departure date; Departure time; Destination airport.
 - Gender (question 17) and age (question 18).
- 2.17 Fieldwork agents shall complete the final questions and validate flight information provided by the passenger before sumitting the questionnaire.



3. Tablet Issue

- 3.1 Before beginning each day, fieldwork supervisors will ensure a replacement tablet is available in working order.
- 3.2 Each agent will contact their fieldwork supervisor to get another tablet in case of a break/malfunction to obtain the replacement tablet.
- 3.3 Agent will test the tablet (working condition) and continue the data collection. Keep in mind the number of questionnaires already collected.
- 3.4 If there is a tablet failure, fieldwork agents shall:
 - 3.4.1 Stay calm/neutral and contact fieldwork supervisor.
 - 3.4.2 Communication with passenger: *"Sir/Madam. Don't worry, it happens."*
 - 3.4.3 If questionnaire was already completed and the passenger is still there: *"Thank you for your time. Have a great day."*
 - 3.4.4 If the questionnaire was not completed: *"I am going to contact my supervisor to bring a new tablet. It will take a few minutes. Would you mind waiting?"*

If answer is "No": *"I understand. Thank you for your time. Have a great day."*

If answer is "Yes": *"Thank you for your cooperation. The new tablet will arrive in 5 minutes."*

The agent awaits close to the passengers.

- 3.4.5 Upon arrival, the agent tests the tablet and continues the data collection with a new questionnaire.

4. Rules for questionnaire management (Tablet data collection)

- 4.1 Completed questionnaires shall be sent automatically to servers after submission if data collection is done online, or at the end of every day of data collection if working offline (by connecting the tablet to a Wi-Fi).
- 4.2 Participating Airports shall ensure that ACI (or its Authorized Subcontractor) receives all online questionnaires before the quarterly deadlines published by ACI at the beginning of Q1 every year. Only the online questionnaires that are received before the quarterly deadlines will be included in the reports and data sets.

5. Fluctuations in scores

- 5.1 Participating Airports shall provide, when requested by ACI, clear evidence that would explain fluctuations in average scores higher than the ones that could be explained by the Confidence Interval (CI) analysis, when compared to scores from the previous quarter and from the same quarter of the previous year (when the data is available).
- 5.2 If a Participating Airport fails to fulfill this requirement without any valid reason, this airport will not be included in the official rankings for that quarter, nor in the "year-to-date" rankings for that year. In addition, this **[Participating]** Airport will not be eligible for an annual award.



- 5.3 Additional details and implementation examples will be provided in a separate document.
- 5.4 When the evidence provided by a Participating Airport is not clear or would not explain the occurred deviations, ACI may conduct an on-site independent fieldwork audit at that Participating Airport.

6. Independent fieldwork audits

- 6.1 All Participating Airports are subject to receive independent fieldwork audits from ACI (or its Authorized Subcontractor).
- 6.2 Participating Airports selected for an independent fieldwork audit shall provide their Fieldwork schedule for a given surveying period to ACI.
- 6.3 ACI will then announce to the Airport on which days of the provided schedule the audit would be conducted.
- 6.4 ACI (or its Authorized Subcontractor) will conduct independent annual audits with special focus on airports that are eligible for an award and for the airports that have shown significant unexplained fluctuations in scores, or other results deviations.
- 6.5 If a Participating Airport fails a fieldwork audit, it will not be included in the “year-to-date” rankings. In addition, this Airport will not be eligible for an annual award.
- 6.6 The audit assessment will be shared with other Participating Airports on a confidential basis.
- 6.7 ACI and its Authorized Subcontractors are subject to receive independent audits from an external agency.
- 6.8 Additional details and procedures for audit and overall ASQ Program Quality Control will be provided in a separate document.