

				Manchester Airport ASI 039 – Airside Coaching SLA		Risk Rating	High – Reviewed Annually
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Version Control

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1 Purpose

This Service Level Agreement (SLA) defines the standards, responsibilities, and service commitments for the provision of airfield passenger and crew coaching services at Manchester Airport. It applies to all airlines utilising airfield bussing/coaching as part of their departure, arrival, and crew transfer processes.

2 Scope of Services

This SLA covers

- Passenger coaching for departures
- Passenger coaching for arrivals
- Crew coaching (arrivals and departures)
- Service performance measurement and reporting

Any airline-specific deviations from this SLA will be subject to a separate commercial agreement and may incur additional charges.

2.1 Planning Assumptions

- Coach planning is based on 80 passengers per coach.
- Final coach allocation is determined by aircraft seat capacity

3 Departures – Passenger Coaching

3.1 Coach allocation by aircraft capacity

Aircraft Capacity	Coach Allocation	Target Positioning Time
≤ 100 seats	2 coaches	-40 minutes to STD
100 – 250 seats	3 coaches	-50 minutes to STD
250 – 400 seats	5 coaches	-75 minutes to STD
400+ seats	7 coaches	-75 minutes to STD

3.2 Service Standard

- Coaches will be provided on a continual basis, one coach may complete multiple journeys
- All passenger coaching must be completed at aircraft side by -15 minutes to STD.
- The -15 minute definition refers to aircraft departure time (STD), with the Ground Handling Agent (GHA) retaining responsibility for boarding control.
- Coaching applies to CTA and Domestic departures.

3.3 Responsibilities

Not applicable – coach driver requirement.

4 Arrivals – Passenger Coaching

4.1 Service Standard

- A coach must be positioned on stand within 2 minutes of aircraft steps being placed on the aircraft.
- For early Aircraft arrivals coaches will be provided on a best endeavours basis up -15 STA
- Passenger disembarkation will be continuous once commenced.

5 Crew Coaching

5.1 Provision

- Crew coaching is provided at no additional charge, in recognition of operational volume and frequency of change.

5.2 Planning Standard

- Departures: 1 coach per departure
- Arrivals: 1 coach per arrival

6 Premium Passenger Coaching

Premium passenger coaching is not included as standard with this SLA. Where required, premium or segregated coaching services will be subject to separate agreement and additional charges.

7 Performance Measuring and Reporting

Service performance will be measured and reported in line with existing Manchester Airport coaching performance frameworks.

- Key performance indicators include:
 - On-time coach positioning
 - Completion of coaching by agreed time thresholds
 - Compliance with safety, security, and border requirements

8 Changes and Commercial Terms

Passenger coaching services are included within standard airline charges, unless otherwise stated.

Any amendments to service levels, bespoke requirements, or airline-specific variations will be managed through a commercial variation agreement and may incur additional costs. (Variation request form to be submitted, included below)

9 SLA Variation Request Form

To submit a variation request, please complete the following:

9.1 Requesting Organisations Details

Airline/Organisation Name	
Ground Handling Agent (GHA)	
IATA/ICAO Code (if applicable)	
Primary Contact Name	
Job Title	
Email Address	
Telephone Number	

9.2 SLA Reference

SLA Title	Airfield Coaching Services – Manchester Airport
Current SLA Version/Date	
Sections of SLA Affected (Please reference Section numbers/headings)	

9.3 Type of Variation Requested

- Change to passenger coach numbers
- Change to coach positioning times
- Change to completion times (e.g. -15 to STD)
- Premium / segregated passenger coaching
- Crew coaching variation
- Arrival coaching variation
- Departure coaching variation
- One-off operational requirement
- Other (please specify)

9.4 Description of Requested Variation

<p>Please provide a clear and detailed description of the requested change, including proposed new service levels.</p>	
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9.5 Reasoning for Variation

- Operational
- Commercial
- Aircraft Type
- Regulatory
- Seasonal Changes
- Trial
- Other – please specify

9.6 Duration of Variation

- Start Date
- End Date
- One-off
- Temporary
- Permanent

9.7 Impact Assessment

Please indicate any anticipated impact, to be completed by the person requesting.

- **Passenger Experience:**

- None Low Medium High

- **Operational Complexity:**
 None Low Medium High
- **Safety / Security / Border Compliance:**
 None Low Medium High
- **Cost Implication Acknowledged:**
 Yes No

Additional Comments	
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9.8 Commercial Acceptance

I acknowledge that this variation may be subject to additional charges and will require a separate commercial agreement if approved.

Authorised Requestor Name	
Signature	
Date	

9.9 Manchester Airport/Service Provider Use Only

Variation Reference Number	
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- **Operational Feasibility:**
 Approved Rejected Further Information Required

Comments	
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- **Commercial Impact Identified:**

Yes No

- **Revised Charges (if applicable):**

Revised Charges (if applicable)	
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9.10 Final Approval

Approved By	
Organisation	
Signature	
Date	