

HA CUSTOMER FIRST COMMITMENT

Ground Delays

For customers who experience a ground delay, in addition to those commitments that were previously adopted, Hawaiian Airlines will act within the following time standards:

Definitions

Controllable Irregularities are defined as those delays for which Hawaiian Airlines can establish a reasonable estimate to the end of the event (i.e., maintenance, operational, etc.).

Uncontrollable Irregularities are defined as those delays that are unaffected or cannot be affected by any direct measures taken by Hawaiian Airlines to terminate the event (e.g., acts of God; air traffic control delays (ATC), etc.).

CUSTOMERS WHO EXPERIENCE A GROUND DELAY ON ARRIVING FLIGHTS, NO MORE THAN 30 MINUTES AFTER LANDING, TO A GATE OR OTHER AREA FOR DISEMBARKATION.

This will be handled on a case-by-case basis and Station Management will have authority to extend the 30 minute threshold if it is determined that alternate disembarkation will be less expeditious than holding for the assigned gate.

Station Management will be responsible for:

- Communications with the port authority to secure alternative gate space or ramp area
- Coordination with ATC / Ground Control should taxiway deplanement be necessary
- Coordinating the transportation of ground equipment to the aircraft as required
- Providing required staffing to address security requirements relating to customer access to the Airport Operations Areas
- Providing customers with baggage claim information

CUSTOMERS WHO EXPERIENCE A GROUND DELAY ON DEPARTING FLIGHTS, NO MORE THAN 60 MINUTES FROM THE ESTIMATED TIME OF DEPARTURE.

This will be handled on a case-by-case basis and Station Management will have authority to extend the 60 minute threshold if it is determined that disembarking or returning to the departure gate will be less expeditious than remaining on board or holding for departure. Station Management will be responsible for:

- Communications with the port authority and or HA SOCC to determine departure timeline and to keep required personnel informed of the situation
- Coordination with ATC / Ground Control / Pilot should a ramp return be necessary
- Providing customer updates as outlined in the Customer First guidelines

- Coordinating compensation due to customers with HA SOCC

CUSTOMER WHO EXPERIENCE A GROUND DELAY ON ARRIVING FLIGHTS, NO MORE THAN 120 MINUTES FROM LANDING, TO A GATE OR OTHER AREA FOR DISEMBARKATION.

This threshold will ONLY apply when terminal facilities prevent disembarkation at any suitable location due to circumstances beyond the reasonable control of HA or the arrival airport. Every attempt should be made to secure appropriate staging space to disembark customers. Should this not be possible, HA Station Management will be responsible for:

- Communications with the port authority to gain access to ramp or taxiway area
- Coordination with ATC / Ground Control should taxiway deplanement be necessary
- Coordinating the transportation of ground equipment to the aircraft as required:
 - Station management will coordinate a plan with ground handlers to have qualified people and vehicles/equipment available for taxiway unloading;
 - Station Management will also initiate plans to have adequate transportation available for customers from the aircraft to the terminal.
- Providing required staffing to address security requirements relating to customer access to the Airport Operations Areas
- Providing customers with baggage claim information

CUSTOMERS WHO EXPERIENCE A GROUND DELAY ON DEPARTING FLIGHTS, NO MORE THAN 120 MINUTES FROM THE ESTIMATED TIME OF DEPARTURE.

This will be handled on a case-by-case basis and Station Management, in coordination with the flight crew and Dispatch, will have authority to extend the 120 minute threshold by a reasonable amount if it is determined that deplaning or returning to the departure gate will be less expeditious than remaining on board or holding for departure. Station Management will be responsible for:

- Communications with the port authority and or HA SOCC to determine departure timeline and keep required personnel informed of the situation
- Coordination with ATC / Ground Control / Pilot should a ramp return be necessary
- Securing gate or ramp space to disembark. Should a gate not be available, follow the guidelines listed under “Arriving Flights.”
- Coordinating compensation due to customers with HA SOCC
- Keeping customers informed as frequently as information becomes available about the projected departure time, but no less than every four hours