

Quality standards

for looking after disabled passengers
and passengers with reduced mobility
at Leipzig/Halle Airport
in accordance with EC Regulation No. 1107/2006
("PRM service")

As on 1 January 2010

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1. Principles of providing special services for disabled persons and persons with reduced mobility when travelling by air

Since 26 July, 2008, EC Regulation No. 1107/2006 relating to the "Rights of Disabled Persons and Persons with Reduced Mobility when travelling by Air" obliges all the European airports having an annual figure of more than 150,000 commercial passengers to provide certain facilities to assist disabled persons and persons with reduced mobility when travelling by air. The individual facilities and provisions are described in Appendix 1 to the Regulation; essentially they are oriented towards Document No. 30, part I, section 5 of the European Civil Aviation Conference (ECAC) and its associated appendices, and in particular the "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility".

2. Definition "PRM"

A "disabled person" or a "**P**erson with **R**educed **M**obility" (PRM) is someone whose mobility when using a means of transport is reduced on account of a physical (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation requires appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers [Article 2 of Regulation (EC) No. 1107/2006].

The particular needs of passengers entitled to assistance are classified in accordance with internationally standardized IATA care codes (**I**nternational **A**ir **T**ransport **A**ssociation) as follows:

WCHR: are passengers who can negotiate steps and move about in the aircraft cabin but who need a wheelchair or other assistance to move between the aircraft and the terminal building or within the terminal itself and between arrival and departure zones in the terminal.

WCHS: are passengers not able to negotiate steps but who can move about in the aircraft cabin and who need a wheelchair or other assistance to move between the aircraft and the terminal building or within the terminal itself and between arrival and departure zones in the terminal.

- WCHC: are non-mobile passengers who can only move about with the aid of a wheelchair or other assistance and require help the whole time from arrival at the airport until taking their seat (or a special place suited to the respective situation) in the aircraft and such help in the reverse direction on arrival.
- WCHP: are passengers with a disability of the lower limbs who have sufficient personal autonomy to take care of themselves, but who require help to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair;
- DEAF: are hearing-impaired, deaf or deaf-and-dumb passengers;
- BLND: are visually-impaired or blind passengers;
- DEAF/BLND: are hearing-impaired deaf or deaf-and-dumb and at the same time visually-impaired or blind passengers who can only move around with the help of an accompanying person;
- DPNA: are passengers with intellectual or developmental disability who, according to the type and level of disability, can only move around with the help of an accompanying person;
- MEDA: (only in combination with WCH!) are passengers whose mobility is impaired on account of a progressive medical condition but who are authorized to travel by medical authorities or are declared fit to travel by a medical practitioner.

3. Procedure for notifying requirements

For planning the necessary assisting personnel and equipment, it is essential we are notified of requirements in advance. Only in this way can we ensure the provision of the support services needed. For this reason, EC Regulation 1107/2006 specifies a deadline of at least 48 hours in advance of the published departure time for making an application for assistance. The application should be made by the passenger concerned exclusively to the airline direct or the travel agency/tour operator, ideally at the time of booking the air tickets.

The application for assistance must have been received by the airport operator at least 36 hours before the time of departure. For legal reasons, making an application or booking the assistance required by the disabled or mobility-impaired passenger with the airport operator directly is not permitted.

4. Description of the scope of care

The care service provided at Leipzig/Halle Airport ensures that PRM passengers are enabled to

- notify their arrival at defined pick-up points and call for assistance,
- move from the defined pick-up points and to reach the check-in desk,
- complete the passenger and baggage check-in formalities and register their baggage,
- move from the check-in desk to the aircraft and on the way to pass through any applicable exit or emigration and customs formalities or security checks,
- if necessary with the help of wheelchair(s) or other assistance to board and to disembark from the aircraft, as required to and from the seat,
- have hand luggage stowed in the aircraft and returned at the conclusion of the flight,
- move from the aircraft to baggage claim to reclaim the registered baggage, passing through any necessary entry and customs formalities on the way,
- moving from baggage claim to a defined drop-off point,
- in transit traffic, reaching connecting flights within the terminal building or between terminal buildings,
- if required, visit the sanitary facilities.

In addition, the checking-in of all necessary mobility aids, including recognized guide-dogs, is assured. Where mobility aids are damaged or go missing, temporary replacement will be provided, on the understanding that these will not necessarily be identical to the original.

5. Pick-up and drop-off points

Pick-up points

Central terminal

- Check-in desks 2 – 29 according to manning by the ground handling agents
- Bulky baggage desk in the Mall / first aid facility

Terminal B

- Departure lounges and / or gates
- Airline lounges (carried out by ASL and AHS)
- Information desk (Airport information in the arrivals zone or the waiting area for meeting arriving passengers)

In justified individual cases, collection from the car-park or railway station is possible, when this is notified at least 36 hours in advance of departure time.

Drop-off points

Central terminal

- Access level, bus stop, loading and unloading area
- Railway station, platforms 1 and 2

Terminal B

- Access lanes No. 1 (taxi), No. 2 (bus) and No. 3 (individual transport)
- Information desk (Airport information in the arrivals zone or the waiting area for meeting arriving passengers)

In justified individual cases, accompaniment to the car-park is also possible, provided this was requested at least 36 hours before arrival.

6. Times when assistance will be required

For the start of the special assistance service, the following times are defined:

for departing flights – with notification (receipt of application by the airport operator at least 36 hours in advance)

After arrival at the airport, as soon as the passenger concerned has called in from a pick-up point,

- 80% of PRM should have to wait no longer than 5 minutes
- 90% of PRM should have to wait no longer than 10 minutes
- 100% of PRM should have to wait no longer than 15 minutes.

for departing flights – without notification (no application, or receipt less than 36 hours in advance)

After arrival at the airport, as soon as the passenger concerned has called in from a pick-up point,

- 80% of PRM should have to wait no longer than 10 minutes
- 90% of PRM should have to wait no longer than 15 minutes
- 100% of PRM should have to wait no longer than 20 minutes.

for arriving flights - with notification (receipt of application by the airport operator at least 36 hours in advance)

After arrival at the airport, as soon as the aircraft has reached its parking position,

- 80% of PRM should have to wait no longer than 5 minutes
- 90% of PRM should have to wait no longer than 10 minutes
- 100% of PRM should have to wait no longer than 15 minutes

for arriving flights - without notification (no application, or receipt less than 36 hours in advance)

After arrival at the airport, as soon as the aircraft has reached its parking position,

- 80% of PRM should have to wait no longer than 15 minutes
- 90% of PRM should have to wait no longer than 20 minutes
- 100% of PRM should have to wait no longer than 25 minutes.

7. Training of airport personnel

In accordance with Article 11 of EC Regulation 1107/2006, the airport operator must train his own personnel and those of sub-contractors who come into direct contact with passengers in the needs of persons with different disabilities or reductions in their mobility. This training is directed towards questions of equal treatment for disabled people and making them aware of the problems faced by the disabled.

The training measures at Leipzig/Halle Airport are carried out in cycles as initial training and refresher training courses, and participation in the courses is registered with the award of a certificate.

8. Quality management

Monitoring of the quality standards is carried out within the context of customer management. Any complaints may be submitted by post to Leipzig/Halle Airport or by e-mail (contact form on the Internet page) and should receive an answer within a month. In addition, the complaints procedure in accordance with Article 15 of EC Regulation 1107/2006 is applicable.