

## Poznan Lawica Airport Ltd.

### Assistance to passengers with reduced mobility

### Quality Standards

- As of 26 July 2008 any passenger with reduced mobility (define as PRM) is entitled to the assistance described in Regulation (EC) No. 1107/2006
- In consultation with operating airlines and handling agent, in charge of the assistance to the PRM, the following quality standards were agreed
- The assistance will be provided to the following passenger categories:

PRM Category	Characteristics	Nature of the assistance / assistants
<b>WCHC</b> (wheelchair – C for Cabin seat)	PRM can not walk or stand. This PRM will be accompanied to and from their cabin seat	The PRM will be accompanied by one or two passenger assistance. This PRM always needs a wheelchair and special aids (including climber or boarding wheelchair), particularly for the transport of the passenger to and from their cabin seat
<b>WCHS</b> (wheelchair – S for steps)	PRM has difficulty walking and can not walk up or down stairs	PRM will be accompanied by at least one passenger  This PRM always needs a wheelchair to get to the gate or back. Special aids including climber may be necessary to use
<b>WCHR</b> (wheelchair – R for Ramp roll on / off)	PRM is unable to walk long distance	PRM will be accompanied by one assistant and shall preferably be transported to and from the gate by wheelchair.
<b>Blind / Deaf Requiring assistance</b>  <b>Passengers with an intellectual handicap</b>  <b>BLIND&amp;DEAF</b>	Blind passenger / blind and deaf passenger, passenger with an intellectual handicap [only if they expressly requested assistance (evident from prior notification in conformity with the pre-booking requirement) / deaf passenger [only if they expressly requested assistance (evident from the prior notification in conformity with the pre-booking requirement)]	PRM will be accompanied by one passenger assistant
<b>STRETCHER*</b> (stretcher required)	PRM on stretcher – transport only on that position available	PRM will be accompanied by two assistants providing hand transportation (on stretcher) to and from the board with observing safety rules and PRM standards
<b>MEDA</b>	Passenger with reduced mobility suffering from disease – plane travel ability medical certificate requires	Help and assistance depends on individual requirements
<b>MAAS</b>	All other passengers with reduced mobility	

\*in case airline requirement and acceptance by the airline new commercial conditions, the service could be broaden the scope of ambulift service

- Poznan Airport Ltd. wish to stress that this service will only be provided to passengers who are in need of assistance because of their reduced mobility.

Passengers who are considered as PRM but are not in need of assistance (e.g. because assistance is provided by friend or relatives) do not qualify for this service other than that The Poznan Airport Ltd. may temporarily provide them with a wheelchair, free of charge

- Deaf passengers and passengers with an intellectual handicap will only be given assistance if they expressly request it and if the need for assistance is expressly mentioned in the notification from the airline
- If the PRM wishes to use their own wheelchair on departure or arrival, this will be allowed. For loading them onto the plane or unloading them, these wheelchairs are considered as baggage and are consequently the responsibility of the airline
- In case the PRM uses an electrical wheelchair the contractor of the PRM services will take the necessary measures to connect or disconnect the batteries, in consultation with the passenger, so that the wheelchair can be further handled by the airline
- The Poznan Airport Ltd. may not refuse a request to provide assistance to the PRM unless the requestor failed to observe the term of notification (in this case the service provider will make every effort to provide the requested service to the PRM according to quality standards mentioned in this document, unless the service is out of all proportions to the request of the passenger, handler or airline, unless they were given the explicit authorization to do so by The Poznan Airport Ltd.
- The provision of assistance to PRM passenger will start and end at the points of arrival and departure that are designated both inside and outside terminal building, at which persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance. The areas were defined:

**Pick-up points**

Assistance will be provided from the Pick-up and Drop-off points located in front of passenger terminal main entrance and at the main hall information desk. Additional signs are provided over East and West entrance to the terminal, by the parking entrance and over parking reception. If the passenger with reduced mobility is traveling by it’s own mean of transport the assistance request will be taken in Parking Lawica reception desk

- The quality indicators for assistance to PRM at Poznan Airport Ltd. are based on the ECAC “Code of Good Conduct in Ground Handling for Persons with Reduced Mobility”, are:

**For departing pre-booked PRM passengers, who were announced and were at the pick-up point in time:**

**Waiting times for departing PRM at the pick-up points and at check-in**

<b>Waiting times for departing PRM at the pick-up points and at check-in</b>		
<b>Pick-up point</b>	<b>Average waiting time</b>	<b>[%] pre-booked PRM</b>

<b>Passenger terminal main entrance / parking reception</b>	< 10 minutes	80%
	< 20 minutes	90%
	< 30 minutes	100%
<b>Main hall information desk</b>	< 10 minutes	80%
	< 20 minutes	90%
	< 30 minutes	100%

*100% of this PRM passenger group have to catch their flight, except in case of force majors*

**For departing non pre-booked PRM passengers:**

<b>Waiting times for departing PRM at the pick-up points and at check-in</b>		
<b>Pick-up point</b>	<b>Average waiting time</b>	<b>[%] non pre-booked PRM</b>
<b>Passenger terminal main entrance / parking reception</b>	< 25 minutes	80%
	< 35 minutes	90%
	< 45 minutes	100%
<b>Main hall information desk</b>	< 25 minutes	80%
	< 35 minutes	90%
	< 45 minutes	100%

**For pre-booked arriving PRM passengers:**

<b>Waiting times for arriving PRM passengers at the aircraft</b>		
<b>Pick-up point</b>	<b>Average waiting time</b>	<b>[%] pre-booked PRM</b>
<b>A/C stairs / Aircraft side / Gate</b>	< 5 minutes	80%
	< 10 minutes	90%
	< 20 minutes	100%

**For non pre-booked PRM passengers:**

<b>Waiting times for arriving PRM passengers at the aircraft</b>		
<b>Pick-up point</b>	<b>Average waiting time</b>	<b>[%] non pre-booked PRM</b>
<b>A/C stairs / Aircraft side / Gate</b>	< 25 minutes	80%
	< 35 minutes	90%
	< 45 minutes	100%

- Assistance on departure can only be guaranteed if passenger presents themselves at least one hour before the scheduled departure of their plane at the check-in desk or at the central PRM desk located at the Information desk in the main hall, and at least two hours before their plane is due to take off if the passenger present themselves at one of the pick-up points
- If the above mentioned times are not respects The Poznan Airport Ltd. and handling agent POZ Airport Services Ltd. will make every effort to help the

passenger with reduced mobility board their flight in time but without any guarantee that this will succeed

- Every PRM is entitled to a “Seamless travel service”. This means that when a PRM is collected, they have to be brought to the drop-off point without interruptions or delays, with the exception of transfer passengers who have a waiting time between two flights
- Pre-booked means that the airline, the tour operator or the handling agent has to be notified of the PRM’s particular needs for assistance and that this information is correctly passed on to the PRM service provider, handling agent POZ Airport Services Ltd., at least 36 hours prior to the published time of departure of the flight, in writing or electronically (SMS, e-mail, fax, SITA)
- In view of the above, this means that the passenger has to inform their travel agency or airline of their particular needs for assistance at least 48 hours before the published time of departure of the flight
- PRM passengers will be boarded prior to all other passengers on departure and disembarked after all other passengers have left the cabin. Exceptions can be made if the passenger was announced at the last moment or if the airline explicitly asks for it and for apparent operational needs only
- The service will be provided in conformity with the quality standards laid down in ECAC/CEAC DOC no.30 and its annexes
- The service to passengers with reduced mobility is provided by handling agent POZ Airport Services Ltd. at Poznan Airport Ltd. request.
- POZ Airport Services Ltd., the contractor, has to implement a quality control system and has to report to the Poznan Airport Ltd., as the managing body, daily register of service provided to the PRM passengers, every month
- Poznan Airport Ltd. may at regular intervals carry out quality audits to monitor the PRM services
- The service described above is provided free of charge