

HAMBURG AIRPORT PRM QUALITY DIRECTIVE

QUALITY STANDARDS

REGULATION (EC) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

December 2014

I . General

I.1 Introduction

According to Regulation (EC) 1107 /2006 Article 9.1 and ECAC Doc. No.30 – Part I – Section 5, “Code of Good conduct in ground Handling for Persons with Reduced Mobility”, every European airport is required to establish quality standards for the provision of support and assistance to disabled passengers and passengers with reduced mobility.

These standards are to be determined by the management of Hamburg Airport (HAM), in cooperation with airport users and organisations representing disabled passengers and passengers with reduced mobility, and published on the website of the airport (www.ham.airport.de).

I.2 Quality standards

HAM recognizes that every passenger with reduced mobility (PRM¹) should be considered as a unique individual with varying individual needs and preferences. HAM is actively committed to offering each PRM services in a respectful and dignified way, without discrimination and with the purpose of achieving maximum independence for the PRM.

These services are to be provided in accordance with the provisions of EC 1107/2006 and ECAC Doc. No. 30, Part I, Section 5

I.3 Validity of the quality standards

This Quality Directive is based on EU Regulation 1107/2006.

I.4 Status of the Quality Directive

Hamburg Airport is required to fulfil the quality standards defined in this document.

I.5 Definition of a PRM

A “disabled person” or “person with reduced mobility” is any person whose mobility when travelling is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other form of disability, or age, and whose situation necessitates appropriate attention and a specifically tailored adaptation of the services made available to all passengers.

¹ Person with Reduced Mobility

II. Quality and performance standards

II.1 Classification of PRM passengers

The tailored provision of services for a PRM passenger is based on the following IATA Codes:

WCHR ²	Passenger who can climb and descend stairs and move about the aircraft cabin, but requires a wheelchair or other aid in order to move between the aircraft and the terminal or within the terminal or between the point of arrival in the terminal and the departure location within the publicly accessible area.
WCHS ³	Passenger who cannot climb and descend stairs but can move about the aircraft cabin, but requires a wheelchair or other aid in order to move between the aircraft and the terminal or within the terminal or between the point of arrival in the terminal and the departure location within the publicly accessible area.
WCHC ⁴	Passenger who is fully immobile and can only move with the help of a wheelchair or other aid, requiring continuous support from the moment of arrival until seated on the aircraft (where necessary in a specially adapted seat) or, for an arriving passenger, from the moment of landing until leaving the airport.
DEAF	Deaf passenger, whether or not able to speak.
BLND	Blind.
DEAF/BLND	Passenger who is both deaf and blind and can only move about with the help of an accompanying person.
DPNA ⁵	Passenger with intellectual or developmental disability, who is only able to move about with the assistance of an accompanying person, depending on the severity of disability.

² Wheel Chair for Ramp

³ Wheel Chair for Steps

⁴ Wheel Chair Cabin Seat

⁵ Disabled Passenger Needs Assist

II.2. Designated points of arrival and departure

Hamburg Airport has designated points of arrival and departure at the following locations:

Departures level:

- call-boxes located in front of Terminals 1 and 2
- information counters in Terminals 1 and 2
- all check-in counters in operation

Arrivals level:

- call-boxes at the bus stop in front of the Airport Plaza
- Airport Office

The locations of the designated points of arrival and departure were determined in cooperation with airport users and organisations representing the interests of disabled passengers and passengers with reduced mobility.

II.3 Service description

In order to ensure appropriate service for PRM passengers, Hamburg Airport assists them:

- to notify their arrival and need of assistance at designated points of arrival and departure;
- to proceed from designated points of arrival and departure to the check-in counter;
- to complete check-in formalities and hand over their baggage;
- to proceed from the check-in counter to the aircraft and, where necessary, to pass through the necessary security procedures;
- to board and leave the aircraft (where necessary, to and from the seat)
- to transport cabin baggage and store it in the aircraft
- to proceed from the aircraft to the baggage reclaim area, to retrieve baggage, and to complete necessary immigration and customs procedures;
- where necessary, to proceed to the toilet facilities;
- to receive all important information affecting the PRM passenger in the form of a flyer and on the airport website, in both German and English. Important information includes the designated points of arrival and departure, details on communication procedures, description of the PRM services at the airport, and the possibilities to lodge complaints or give praise.

Should a PRM passenger be travelling with his or her own wheelchair, the time at Hamburg Airport shall be made as comfortable as possible by allowing the passenger to use his or her own wheelchair as long as possible (for departing passengers, until boarding; for arriving passengers, from the moment of leaving the aircraft).

II.4 Notification procedure

With reference to Regulation (EC) No. 1107, it is best for all parties when the airline is notified of the need for assistance in advance. The PRM should notify the airline no later than 48 hours before the scheduled time of departure, in order to guarantee the provision of prompt and seamless service appropriate to the needs of the PRM by the PRM Service.

In order to make use of the PRM Service, the passenger should arrive at the departure counter 2 hours before the published departure time. Support by the PRM Service which is not requested in advance shall be considered "last minute". Nevertheless, even when the PRM has not notified the airline of the need for assistance 48 hours in advance, wherever possible, all quality services shall be provided as appropriate to the PRM's needs.

Ideally, notification should take place when the ticket is booked.

As a minimum, the notification should include the following information:

- Name of the passenger
- Date of departure and flight number
- Telephone number/email address of the PRM
- IATA Code and seat number in aircraft if known

II.5 Service times

Hamburg Airport shall provide PRM assistance in line with the level of service specified in ECAC Doc. 30 – Section 5 - "Code of Good Conduct".

Registered departing PRM passengers (notification 48 hours in advance)

Upon arrival at the airport, after making themselves known:

- 80% of PRMs should not have to wait more than 10 minutes for assistance;
- 90% should not have to wait more than 20 minutes;
- 100% should not have to wait more than 30 minutes.

Unregistered departing PRM passengers (without prior notification)

Upon arrival at the airport, after making themselves known:

- 80% of PRMs should not have to wait more than 25 minutes for assistance;
- 90% should not have to wait more than 35 minutes;
- 100% should not have to wait more than 45 minutes.

Registered arriving PRM passengers

Assistance should be available at the gate/on the aircraft for:

- 80% of PRMs within 5 minutes of the aircraft reaches its final position;
- 90% within 10 minutes;
- 100% within 20 minutes.

Unregistered arriving PRM passengers

Assistance should be available at the gate/on the aircraft for:

- 80% of PRMs within 25 minutes of the aircraft reaches its final position;
- 90% within 35 minutes;
- 100% within 45 minutes.

The aircraft has reached its “final position” when the brake chock has been put in place.

II.6 Equipment

Hamburg Airport is committed to ensuring that all items of equipment relating to the PRM Service fulfil the recommendations of ECAC Doc. 30 – Section 5. Hamburg Airport shall replace damaged or missing mobility equipment whenever necessary. (See Appendix 1 to Regulation (EC) No. 1107/2006).

II.7 Training of PRM personnel and airport personnel working directly with the public

According to Regulation (EC) No. 1107/2006 and ECAC Doc. 30 – Section 5, the PRM Service is to be staffed by well-trained personnel. Hamburg Airport offers a suitable training programme for all airport personnel who are in direct contact with the travelling public. Training modules place particular value on awareness of the disabled and of equal opportunity for the disabled.

II.8 Important information for PRM passengers

Hamburg Airport makes all important information available to PRM passengers in a suitable format in the form of a flyer and on the airport website. Information is available in German and in English.

Important information includes:

- designated points of arrival and departure (so-called “Service Points”);
- information on notification procedure;
- description of PRM Service for departing and arriving passengers;
- dealing with complaints, praise, suggestions and recommendations relating to the PRM Service.

II.9 Complaints, praise, suggestions and recommendations

All complaints, praise, suggestions and recommendations can be lodged with Hamburg Airport using the customer satisfaction form by post, by email, or in person at the airport site.

Once a complaint is received, a thorough investigation shall be conducted within the next 10 working days. Complaints should receive a comprehensive response within 28 working days.

II. 10 Monitoring service quality

In order to monitor service quality, Hamburg Airport maintains regular contact with its PRM passengers so as to be aware of how the target group perceives the PRM Service.

The PRM Service contracted by Hamburg Airport is subject to an annual external audit in order to ensure high levels of service quality for the PRM Service.

Service satisfaction targets

Professional personnel:

Hamburg Airport defines the professionalism of its PRM personnel on the basis of adequate training and on-going in-service training. Training modules place particular value on raising staff awareness of the disabled and of equal opportunity for the disabled. Furthermore, the professionalism of PRM personnel at Hamburg Airport is also reflected in high levels of patience and tolerance, a pleasant and well-groomed appearance, high levels of competence, and reliability. There are regular assessments of the fulfilment of the agreements between passengers and the PRM Service.

Friendly personnel:

Hamburg Airport defines the friendliness of its PRM personnel on the basis of a friendly manner, polite interaction, empathy appropriate to the individual PRM passenger, and appropriate communication skills.

High quality of equipment:

Hamburg Airport defines the high quality of its PRM equipment on the basis of regular maintenance and the ongoing deployment of equipment meeting current standards of technological progress.

Service quality:

Hamburg Airport defines a high level of service quality on the basis of regular internal and external quality audits of the PRM Service. These audits lead to continuous improvement of service quality and confirm Hamburg Airport's fulfilment of legal requirements. The quality audits cover the PRM Service, the PRM organisation, the training of PRM personnel, and PRM equipment.