

# Quality Standard

Support services at Hamburg Airport  
for persons with restricted mobility

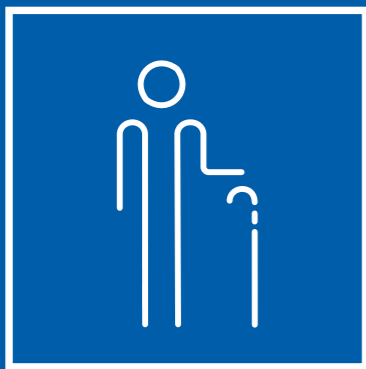
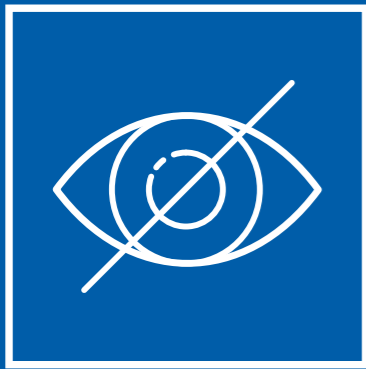


## Exposé

The Quality Standard defines  
the requirements and support  
services for passengers with  
restricted mobility

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## General

Article 9 (2) Regulation (EC) no. 1107/2006, which entered into force on 26 July 2008, mandates the applicability of the “Code of Good Conduct in Ground Handling for Persons with Reduced Mobility” as defined by the European Civil Aviation Conference (ECAC) Doc. 30, Part I, Section 5. This requires every European airport to commit to quality standards for the support of passengers with restricted mobility or cognitive impairment.

Passenger support serves to ensure that a PRM (person with reduced mobility) may participate without limitation in air transport. The PRM service must accompany and/or support the affected person in all matters relating to the flight. This assistance must be appropriate and allow the PRM to move about the airport and to board the flight (Interpretative Guidelines on the Application of Regulation (EC) no. 1107/2006, questions 1 and 11).

This Quality Standard describes the prerequisites, place of service delivery, existing infrastructure, and scope of service to compensate for the lack of independent usability of structural facilities and aircraft by means of assistance and personal support. The measures described here serve to fulfil the principles of equal opportunity (cf. Article 3, Paragraph 3 No. 2 of the German Basic Law) and non-discriminatory participation (UN Convention on the Rights of Persons with Disabilities).

Hamburg Airport is committed to observe the quality standards from Regulation (EC) no. 1107/2006 and the support standards defined by the European Civil Aviation Conference (ECAC) in Doc. 30, Part I, Section 5, “Code of Good Conduct in Ground Handling for Persons with Reduced Mobility”, so as to facilitate barrier-free travel with appropriate support services.

## Prerequisites

In order to ensure appropriate support at Hamburg Airport, a passenger with need of support must register this with the airline or travel agent. The airline shall then pass on the need for support with details on appropriate manual or electric mobility aids and support animals to the Hamburg Airport PRM service no less than 48 hours before departure or arrival.

Once the airline or travel agent has issued confirmation, the passenger requiring support must be at Hamburg Airport at least 2 hours before scheduled departure in order to check in and/or to report to a clearly signposted delivery point for support services. In this way, all parties can be assured of appropriate PRM service provision and punctual departure.

The PRM service shall meet the passenger requiring support at **departure**

- when the airline has registered the requirement with sufficient notice and
- the passenger has checked in on time
- in one of the signposted waiting areas in T1 and T2 or, when agreed in advance, at another location (see “Place of service delivery” below) within the hours of service.

Should the passenger only require support from the departure gate on, Hamburg Airport requests that this is communicated upon checking in. The PRM service will

be informed by check-in personnel and come to the signposted waiting area after check-in to agree an appropriate meeting point and time for punctual departure. In this way, Hamburg Airport wishes to ensure that the passenger requiring support can be on board in good time and also that the operational processes of aircraft handling can take place without delay.

The PRM service shall meet the passenger requiring support at **arrival**

- when the airline has registered the requirement with sufficient notice and
- the departure airport has confirmed the requirement with sufficient notice
- at the relevant aircraft gate within the hours of service.

At times of high demand, late registration of requirements by the airline, late check-in, and late confirmation by the departure airport may result in prioritisation of PRM support by the PRM service. Nevertheless, Hamburg Airport shall make every effort to provide assistance to the extent possible with available resources, in order to make travel possible, even when registration or notification was late or did not take place (EC Regulation no. 1107/2006, Article 7, Paragraph 3).

## Definition of category of persons and general support services

“PRM” (person with reduced mobility) encompasses persons whose own mobility when using a means of transport is restricted due to a physical limitation

(sensory or motoric, permanent or occasional/temporary), cognitive impairment, or illness.

Due consideration and special adjustment to the support services may be required as appropriate to a person’s particular needs.

IATA code	Description	General support service
<b>WCHC</b>	(wheelchair for cabin seat) These passengers require a wheelchair at all times. They are also unable to move around in the cabin without help.	The PRM is accompanied as required from check-in/landing. Height distances are to be overcome with special vehicles or carrying chairs. A cabin wheelchair is used for mobility within the cabin.
<b>WCHS</b>	(wheelchair for steps) Stairs cannot be climbed. Short distances are manageable on foot. The passenger can move about the aircraft cabin independently.	The PRM is accompanied as required from check-in/landing. Height distances are to be overcome with special highloader vehicles or carrying chairs.
<b>WCHR</b>	(wheelchair for ramp) As a rule, no wheelchair required, except to cover longer distances. Climbing stairs with support is unproblematic. The passenger can move about the aircraft cabin independently.	The PRM is accompanied as required from check-in/landing.
<b>BLND</b>	(blind passenger) The passenger is blind or visually impaired.	The PRM is accompanied as required from check-in/landing. Specific individual needs are to be taken into account.
<b>DEAF</b>	(deaf passenger) The passenger is hearing impaired, deaf, or speech impaired.	The PRM will be accompanied as required, and specific needs are to be taken into account.
<b>DEAF / BLND</b>	(deaf & blind passenger) The passenger is hearing impaired, deaf, or speech impaired and also blind or visually impaired.	The PRM will be accompanied as required, and specific needs are to be taken into account.
<b>DPNA</b>	(disabled passenger needing assistance) Passenger has a cognitive impairment and can only move with the assistance of an accompanying person, depending on the nature of the impairment.	The PRM will be accompanied as required, and specific needs are to be taken into account.

Mobility aids are also classified according to the IATA codes listed:

IATA code	Description	General Information
WCBD	(wheelchair dry cell battery) Battery-powered wheelchair with dry or leak-proof battery	Steps are taken to ensure that all necessary mobility aids can be checked in as appropriate, including recognised support dogs and electric wheelchairs (provided these are registered 48 hours before scheduled departure, subject to sufficient space on the aircraft and subject to the relevant regulations on dangerous goods).
WCBW	(wheelchair wet cell battery) Battery-powered wheelchair with wet battery or non-leak-proof battery.	As a rule, the PRM may use their own wheelchair up to the aircraft door. Heavy motorised wheelchairs may need to be checked in as oversized baggage for safe transportation. In such cases, the PRM service provider shall provide a wheelchair.
WCLB	(wheelchair lithium-ion battery) Battery-powered wheelchair with lithium ion battery.	When transporting motorised wheelchairs, the battery type and power must be considered in the light of dangerous goods regulations. This information must be provided to the airline when registering the need for support.
WCMP	(wheelchair manual power) Manually powered and operated wheelchair	The owner of the wheelchair is responsible for disconnecting and/or removing any battery.  Should the passenger's own mobility aid(s) be damaged or lost, a temporary substitute shall be provided. This may not be identical with the original mobility aid.

The following categories are not covered by Regulation (EC) no. 1107/2006. Support shall be provided outside of the scope of that regulation when specially requested:

IATA code	Description
MEDA	(medical case) Passengers with a pre-existing medical condition requiring medical aids or devices. A doctor must certify that the passenger is fit to fly.
OXYG	(oxygen) Passengers who require oxygen during the flight.
STCR	(stretcher passenger) Passengers who, due to illness, must be transported whilst lying down.
MAAS	(meet and assist) Passengers requiring miscellaneous support, e.g. travelling alone with small children, children travelling unaccompanied (UM), youth travelling unaccompanied (YPTA).

## PRM service at Hamburg Airport

### Place of service delivery

The place of service delivery is the terminal building of Hamburg Airport. Support provision may commence at the meeting points listed below.

#### Meeting points for departure:

- Check-in
- Hamburg Welcome Center on the Arrival Level
- The three Call Points in front of the terminal on both Departure and Arrival Levels
- Waiting area in the departure area/gate after registering with gate staff

Hamburg Airport requests that passengers notify their requirements no later than check-in, even when they may have already registered the requirement via the airline, so that check-in personnel may promptly inform the PRM service of the need and support can be provided or arranged in the waiting area.

For arriving passengers requiring assistance, the aircraft seat is the normal commencement point for support provision.

#### Meeting points for arrival:

- Arrival Level, Terminal 1
- Arrival Level, Terminal 2
- Hamburg Welcome Center on the Arrival Level

### Infrastructure

Hamburg Airport maintains infrastructure facilities for passengers with restricted mobility:

- Specially signposted parking spaces
- Meeting points
- PRM waiting areas
- Lifts (elevators) and escalators
- Disabled toilets with call function
- Specially identified seating within the terminals

### Equipment

Furthermore, the following support equipment is available via the PRM service:

- Walkers / wheelchairs for mobility within the terminal
- Electric PRM buggies for transporting multiple people with restricted mobility
- Stair climbers

- Special vehicles for travelling across the apron to a remote position
- Cabin wheelchairs for entry and transport to seat in aircraft cabin

### Information

Hamburg Airport currently provides all important information for PRM passengers in German and in English.

Important information consists of:

- Process for registering type of support required via the airline
- Need to be at Hamburg Airport at least 2 hours before departure
- PRM support services and scope (flyer, Quality Standard, FAQ)
- Site map

### Personal

PRM service personnel wear a uniform. Training for PRM personnel incorporates the required relevant norms and standards. In accordance with Regulation (EC) no. 1107/2006 and ECAC Doc. 30, Section 5, the focus of the training is on the special attentiveness required for PRMs, the correct approach, optimal provision of help, and equal opportunity for people with cognitive and/or physical impairment. Training measures consist of a cycle of initial and repeat training courses. All training measures are documented.

### Scope of service

Services provided encompass support from the meeting point to the departures area or the seat on the aircraft (departure), and from the seat in the aircraft or reception on the jetbridge to meeting point (arrival).

#### Support on the way to the aircraft

Assistance with

- Checking in bags at check-in, where required
- Checking in oversized baggage
- Security checkpoint
- Passport control
- Customs declarations
- Getting to a toilet where required
- Support with appropriate cabin baggage in aircraft

**Support on the way from the aircraft**

Assistance with

- Support with appropriate cabin baggage in aircraft
- Getting to a toilet where required
- Passport control
- Baggage reclaim
- Customs declarations

Support for transiting passengers

**Agreement between PRM service and PRM passenger**

Every action or measure required for PRM support must be agreed with the PRM passenger. The exact support required and the approach to be taken to avoid potential injury must be agreed. When needed, a meeting point in the departures area shall be agreed. No action will be undertaken without the consent of the PRM passenger. Checking the passenger's flight ticket and passport will normally be undertaken to support the registered PRM passenger. General provisions for cabin baggage will be discussed and, where appropriate, the passenger will be advised of the need for doctor's certificate(s).

**Cabin baggage**

Transport and storage of cabin baggage will be undertaken by the PRM service provider within the framework of the relevant airline's rules. Other passengers accompanying the PRM passenger, and the transport of their baggage, are not included within the scope of support.

**Mobility aids**

The PRM may use their own wheelchair up to the aircraft door. Hamburg Airport requests checking in wheelchairs at the oversized baggage counter, as this simplifies the handling and loading of mobility aids onto the aircraft. The PRM service provides a wheelchair for mobility in the terminal.

On arrival, if requested, the PRM's own wheelchair can be brought to the aircraft door or to a signposted location in the jetbridge. Here, too, Hamburg Airport requests collecting mobility aids at the oversized baggage counter and wherever possible using the PRM service provider's wheelchair, as this simplifies handling and unloading the aircraft.

The PRM passenger is responsible for disconnecting and/or removing the battery of an electric wheelchair.

**Safety regulations**

For support involving an electric buggy within the terminal premises or via a special vehicle on the apron, PRM personnel will secure the passenger with a seat-belt for safety reasons.

Wheelchairs will be secured during transportation on the apron in a special vehicle in line with regulations. For support within the aircraft using a cabin wheelchair, the immobile passenger is to be secured with a seatbelt for safety reasons.

**Accompanying persons**

A maximum of one accompanying person may be present during PRM support. If a PRM has an accompanying person providing support, this person may, where required, be permitted to provide the necessary assistance in entering and leaving the aircraft. An accompanying fellow passenger, and this passenger's baggage, are in no way included in the scope of support.

**Interruption to PRM support**

In the event of a flight delay or longer waiting time (> 30 minutes), support may be interrupted, in agreement with the PRM passenger. Continued support must be agreed upon with a specified meeting point and time. Should the PRM wish to visit shops, restaurants or similar services, the PRM service shall accompany them to the first such facility and agree a fixed meeting point and time.

**Service quality**

Hamburg Airport determines the service quality of the PRM service by means of regular internal and external quality inspections. The quality inspections cover:

- the PRM organisation,
- the PRM service,
- the training of the PRM service personnel, and
- the equipment for the provision of PRM support services.

This shall ensure both that legal requirements are satisfied and that there is a continuous improvement in service quality.

**Service waiting times**

In accordance with ECAC Doc. 30, Section 5, "Code of Good Conduct", it is intended that the following service times shall be maintained for the commencement of PRM support services:

For departure, after registration at check-in or other defined meeting point at Hamburg Airport:

	After check-in / Meeting point	% PRM
Registered PRM, support requested by airline no less than 48 hours before departure	10 minutes	80%
	20 minutes	90%
	30 minutes	100%
Non-registered PRM, support requested (not by airline) less than 48 hours before departure	25 minutes	80%
	35 minutes	90%
	45 minutes	100%

For arrival, once the aircraft is parked at the gate, where the airline and the departure airport have notified the requirement:

	Aircraft/ Gate	% PRM
Registered PRM, support requested by airline no less than 48 hours before departure (incl. confirmation from departure airport)	5 minutes	80%
	10 minutes	90%
	20 minutes	100%
Non-registered PRM, support requested by airline less than 48 hours before departure	25 minutes	80%
	35 minutes	90%
	45 minutes	100%

For departure, where possible, the PRM passenger shall be taken on board first.

For arrival, where possible, the PRM passenger shall be taken off the aircraft last.

**Service satisfaction**

Quality of service is ensured by monitoring compliance with the prescribed service standards, by PRM surveys, and by customer feedback. Feedback from passengers with support needs and from airlines is an important pillar in monitoring the quality of PRM service provision.

Complaints shall be processed without delay in accordance with the provisions of Article 15 of Regulation (EC) no. 1107/2006.

Any suggestions, recommendations, tips, and feedback on PRM support services may be sent:

**by post:**

Hamburg Airport Customer Service  
Flughafenstr. 1-3  
D-22335 Hamburg

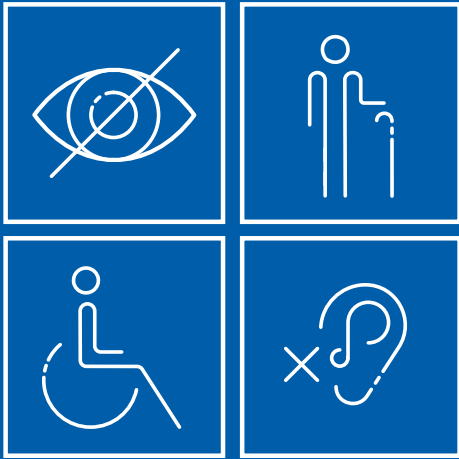
**by email:**

info@ham.airport.de

**by telephone:**

+49 40 / 5075 - 0

Once a message is received via one of the Hamburg Airport communications channels, the Customer Center shall undertake an investigation. An acknowledgement will be sent within 10 days, and a detailed response within 28 days.



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