



# **Service Level Agreement for the provision of service for Persons with Reduced Mobility**

(January 2012. v6)

## **Definition of Person with Reduced Mobility (PRM)**

A PRM is understood to mean any person whose mobility is reduced due to physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness, or any other cause of disability when using transport and whose situation needs special attention and the adaptation to a person's needs of the service made available to all passengers. (ECAC Doc 30)

## **IATA definitions of passengers requiring special assistance:**

<b>MEDA</b>	Passenger whose mobility is impaired, due to clinical cases with medical authorities. Such passenger usually has social coverage in relation to the illness or accident in question.
<b>STCR</b>	Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.
<b>WCHR</b>	Passenger who can walk up and down stairs and move about in an aircraft cabin, but requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
<b>WCHS</b>	Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft, in the terminal and between arrival and departure points on the city side of the terminal.
<b>WCHP</b>	Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair.
<b>WCHC</b>	Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft, or if necessary, in a special seat fitted to his/her specific needs the process being inverted at arrival.
<b>BLIND</b>	Blind
<b>DEAF</b>	Passenger who is deaf or a passenger who is deaf without speech
<b>DEAF/BLIND</b>	Blind and deaf passenger who can only move about with the help of an accompanying person.
<b>MAAS</b>	(meet and assist) All other passengers in need of special help

## **Service Standards & Performance Monitoring**

As per Article 6 Annex 1 of Regulation (EC) No 1107/2006 of the European Parliament and of the Council:

**“When an air carrier or its agent or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time of the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight”**

However, OCS shall use best endeavours when no notification has been received from an Air Carrier to ensure all passengers are assisted in a timely manner when either boarding or dis-embarking an aircraft.

### ***For Pre-Advised Departing Passengers***

80% of passengers should wait no longer than 10 minutes  
90% of passengers should wait no longer than 20 minutes  
100% of passengers should wait no longer than 30 minutes

In this instance Pre-Advised means 36 hours prior notification

### ***For Non Pre-Advised Departing Passengers***

80% of passengers should wait no longer than 25 minutes  
90% of passengers should wait no longer than 35 minutes  
100% of passengers should wait no longer than 45 minutes

### ***For Pre-Advised Arriving Passengers***

80% of passengers will be met within 10 minutes of “on chocks”  
90% of passengers will be met within 15 minutes of “on chocks”  
100% of passengers will be met within 20 minutes of “on chocks”

### ***For Non Pre - Advised Arriving Passengers***

80% of passengers will be met within 25 minutes of “on chocks”  
90% of passengers will be met within 35 minutes of “on chocks”  
100% of passengers will be met within 45 minutes of “on chocks”

### ***Disruption & Delays***

100% of passengers will not be left unattended for more than 30 minutes on return to departure lounge unless otherwise agreed with that passenger

## ROUTE TIMES

These are average timings and routes may change at any time.

OCS will be able to advise you of your route details if requested.

Route	Max Time for Slow Walking Pace
From Check-in desks 1 to 82 to Departure Lounge	10 minutes
From Departure Lounge Meeting Point to Gates 40 to 68 (Note: Part of this route includes a 30 metre incline to the gates)	15 minutes
From Check-in desks 100 to 130 to the Departure Lounge	10 minutes
From Departure Lounge Meeting Point to Gates 1 to 20 (Note: Part of this route includes a 10 metre incline to the gates)	15 minutes
From Check-in desks 1 to 82 to Check-in desks 100 to 130 (Note: Part of this route includes a slight incline from the OCS Helpdesk to Check-in desks 100 to 130)	15 minutes
All Check-in desks to OCS Helpdesk on the concourse. (Note: Part of this route includes a slight incline from the OCS Helpdesk to Check-in desks 100 to 130)	10 minutes
From Novotel/Etap/Ibis hotels to the OCS Helpdesk on the concourse. (Note: We advise to use the pavement provided and avoid crossing the Drop and Go Car Park. Also, parts of this route include surface changes, including inclines, pedestrian crossing, ramp)	10 minutes
From the Train Station to the OCS Helpdesk (Note: Part of this route includes the use of the free of charge Air Rail Link shuttle and a lift if needed).	10 minutes