CODE OF GOOD CONDUCT IN PROVIDING ASSISTANCE TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY TRAVELLING BY AIR

REGULATION 1107/2006

Katowice International Airport in Pyrzowice
2017
# TABLE OF CONTENTS

I. Introduction ................................................................................................................................. 5
II. Principle Objectives .................................................................................................................. 6
III. Scope and Range of Services ................................................................................................. 7
IV. Service standards and performance monitoring ................................................................... 10
V. Training and performance and quality monitoring ................................................................. 11
VI. Getting ready to travel ............................................................................................................. 14
   Information .................................................................................................................................. 14
   Ticket bookings ........................................................................................................................ 15
VII. Getting to the airport .............................................................................................................. 16
   Getting to the airport by own vehicle ..................................................................................... 16
   Getting to the airport by car or taxi ...................................................................................... 17
   Getting to the airport by bus .................................................................................................... 18
VIII. Access to facilities within the passenger terminals ............................................................ 18
   Public areas with disabled access .......................................................................................... 18
   Service and Assistance at Check-in ....................................................................................... 20
IX. Disembarkation from the aircraft, assistance to the Passenger Terminals and exiting the Airport .................................................................................................................. 22
X. Guide Dogs ............................................................................................................................ 23
## LIST OF ATTACHMENTS

<table>
<thead>
<tr>
<th>Att.</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>List of Arrangements</td>
<td>24</td>
</tr>
<tr>
<td>2</td>
<td>IATA disability codes</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>Map of meet and assist points for PRMs</td>
<td>27</td>
</tr>
<tr>
<td>4</td>
<td>Definitions</td>
<td>30</td>
</tr>
<tr>
<td>5</td>
<td>Checklist for travellers with disabilities</td>
<td>31</td>
</tr>
<tr>
<td>6</td>
<td>General guidelines for security staff</td>
<td>36</td>
</tr>
<tr>
<td>7</td>
<td>Helpful Telephone Numbers</td>
<td>39</td>
</tr>
</tbody>
</table>
The aim of the Code of Good Conduct concerning the provision of assistance to Disabled Persons and Persons with Reduced Mobility (PRM), in accordance with the Regulations of the European Parliament and Council dated 5th July 2006, is to assure effective and professional service for people classified as being PRM during the course of their travel on all flights departing or arriving to Katowice International Airport in Pyrzowice.

Upper Silesian Aviation Group
2008
PRM – (Passengers with Reduced Mobility) is a term used within Europe meaning any person whose mobility when using transport is reduced due to any physical disability, intellectual disability or impairment or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

I. INTRODUCTION

Persons with disabilities and persons with reduced mobility have the same right to free movement and freedom of choice with regards to air transport; it is illegal to discriminate against the aforementioned passengers on every stage of their travel by air. The management of Katowice International Airport in Pyrzowice assures that every effort shall be made to ensure that all passengers are treated without discrimination on the grounds of Katowice International Airport in Pyrzowice.

1. The following specification provides guidance on the general nature and scope of the special assistance services to be provided and delivered at Katowice International Airport in Pyrzowice, in accordance with local, national and European legislation, in order to ensure professional and seamless service to persons with reduced mobility.

The managing body of Katowice Airport – The Upper Silesian Aviation Group, air carriers and all ground handling services declare mutual cooperation on a local level in the provision of special assistance for PRMs. These resolutions must be in compliance with the European Directive regarding Good Conduct in Ground Handling Services.

2. The present Code of Good Conduct fulfills the regulations pertaining to ECAC Doc. 30, 10th edition, 2006, Section 5 as well as the ICAO Annex 9, 11th edition guidelines.
3. Persons with reduced mobility have the same rights as other citizens to free movement and freedom of choice. It is illegal to discriminate in any way against people with reduced mobility who choose to travel by air. Persons with reduced mobility must not be refused transport on the grounds of their disability or lack of mobility. The persons concerned should receive assistance without additional direct charge.

4. The regulations within this Code of Conduct refer to all users of Katowice International Airport in Pyrzowice, with particular reference to:
   - Handling agent(s),
   - Air carriers,
   - tour operators,
   - organisational units of airport management,
   - architects and designers,
   - retail and service outlets.

II. PRINCIPAL OBJECTIVES

1. The main principles governing the present document is the aim to improve the accessibility of air travel for PRMs.

2. The Code of Conduct defines the minimum standards of conduct towards PRMs on the grounds of Katowice International Airport. A separate agreement between the managing body and service provider (LS Technics) presents, in detail, the range of services available for PRMs at Katowice International Airport in Pyrzowice.

3. The Code of Conduct has been prepared on the base of regulations regarding the standard services for PRMs contained within the following documents:
   a) European Civil Aviation Conference (ECAC) Doc. 30, section 5 including annexes:
      - **Annex E**: Guidance leaflet for persons with reduced mobility who may be infrequent, or first time, flyers,
      - **Annex F**: Guidance material for security staff – Key points for checks of PRMs,
• **Annex J**: Code of Good Conduct in ground handling for persons with reduced mobility,

• **Annex K**: Guidelines on ground handling for persons with reduced mobility,

• **Annex N**: Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public.

b) Aneks 9 ICAO, 11th edition
c) Regulation EC 1107/2006
d) European Directives regarding Ground Handling Services

4. The Code of Conduct contains the minimum standards required, with special emphasis being placed on the continual improvement of standards, particularly in terms of strategic planning eg. new airport infrastructure, terminals, new ground handling systems.

5. The Code of Conduct includes regulations pertaining to all aspects of air travel for PRMs – from obtaining information regarding a particular journey through to the arrival at their destination.

6. The Code of Conduct also includes solutions pertaining to airport infrastructure in terms of signage and information for PRMs.

7. All queries and doubts regarding the present document will be explained and interpreted by the Advisory Committee for the Disabled.

III. **SCOPE AND RANGE OF SERVICES**

In accordance with the IATA regulations (**Appendix 2**) currently in effect, provisions should be made for PRMs to notify of their special provisions at the point of reservation.
Services which must be made available include:

1. The possibility of prior reservation/notification, provided in various alternative common forms of communication (websites, email, sms etc. Available on a national and local level for all PRMs to be able to notify the requirement for assistance during departure and arrival).
2. Assistance from the point of arrival at the airport.
3. Assistance at passport control as well as security checks.
4. Assistance to the boarding gate, allowing for earlier boarding.
5. Assistance in boarding and disembarking of an aircraft, including the provision of appropriate and suitable means in which to aid the boarding and disembarking of an aircraft (in accordance with local or national standards).
6. Assistance during baggage retrieval as well as immigration and customs procedures.
7. Assistance during transit – in areas of public access as well as secure zones and transfers between and within terminals.
8. Assistance to the first point of a multi-leg flight.
9. Time permitting, the possibility to utilise requested airport facilities.
10. Ensuring the possibility to utilise a wheelchair without assistance, in accordance with the passenger's wishes.
11. Appropriate assistance in instances of considerable flight delays or cancellations (covering the immediate needs of PRMs).

Operating hours

- Service providers should ensure assistance during working hours in the landside public access areas, within the terminals as well as airside areas of the airport (helpful telephone numbers – Appendix 7)
- 7 Help Points and Call Points for PRMs have been installed within the boundaries of Katowice International Airport in Pyrzowice, as per the attached map illustrating their localisation (Appendix 3).
Operating Principles

The following standards represent the minimum levels of service to be applied to the handling of PRMs:

1. The provision of assistance in accordance with the European Ground Handling Directive.
2. Airlines will be able to self handle or choose an alternative service provider. However all their passengers would still be required to contribute to the principle of sharing the costs between all passengers. In every case the service delivered must be in accordance as a minimum with the standards as defined in ECAC Doc.30 Part 1.
3. "Hand-over" procedures must be avoided where possible.
4. Seamless service should be provided where applicable.
5. An effective system of prioritising, scheduling and achieving timely assistance should be developed.
6. Waiting/meeting areas at strategic points within individual airports must be provided.
7. Where wheelchairs are used, a system maximising their efficient utilisation and management must be developed.
8. Operational efficiency ensuring the most effective processes for the redeployment of staff and equipment must be constantly reviewed and improved.
9. Training courses satisfying the requirements as defined in Part 1 of ECAC Document 30, should be developed in partnership with local, national and European forums of people with a disability.
10. All necessary equipment used to provide assistance to PRMs which must comply with local and national legislation and also local airport requirements including national security regulations should be kept in readiness and provided by the service provider.
11. Katowice International Airport in Pyrzowice allows blind passengers to be escorted by their guide-dogs inside the terminals throughout their stay.
IV. SERVICE STANDARDS AND PERFORMANCE MONITORING

1. Standards and the target level of services should be mutually agreed on by the local Airlines Operators Committee, the managing body of the airport, the service provider as well as all other airport users. The agreement with the service provider contains details regarding this matter.

2. The following standards represent the minimum levels of service to be applied to the handling of PRMs.
   These are subject to adjustments agreed on by the local Airlines Operators Committee, the managing body of the airport, the provider of services as well as all other stakeholders in accordance with the size of the airport and the level of passenger traffic concerned.

3. For pre-booked departing customers.
   Upon arrival at the airport and having notified staff of their arrival:
   a) 80% of customers should wait no longer than 10 minutes for assistance,
   b) 90% of customers should wait no longer than 20 minutes for assistance,
   c) 100% of customers should wait no longer than 30 minutes for assistance.

4. For non pre-booked departing customers.
   Upon arrival at the airport and having notified staff of their arrival:
   a) 80% of customers should wait no longer than 25 minutes for assistance,
   b) 90% of customers should wait no longer than 35 minutes for assistance,
   c) 100% of customers should wait no longer than 45 minutes for assistance.

   Note: waiting times in excess of 15 minutes are subject to the availability of waiting areas.

5. For pre-booked arriving customers.
   Assistance should be available at the gate-room/aircraft side for:
   a) 80% of customers within 5 minutes from the moment the aircraft reaches its parking position,
   b) 90% within 10 minutes,
6. For non pre-booked arriving customers.
   Assistance should be attainable at the Gate/aircraft for:
   a) 80 % of customers within 25 minutes from the moment the aircraft reaches its parking position,
   b) 90 % within 35 minutes,
   c) 100 % within 45 minutes.

7. General resolutions:
   a) Katowice International Airport in Pyrzowice will make every effort to ensure that all our clients be satisfied with the assistance provided,
   b) 100 % of departing clients should reach their aircraft on time, in order to allow for pre-boarding and on-time departure.

V. TRAINING AS WELL AS PERFORMANCE AND QUALITY MONITORING

In order to ensure the provision of the best possible assistance to people with disabilities and those with reduced mobility, training will be provided regarding how to meet the needs of persons having various disabilities or mobility impairments, disability-equality and disability-awareness.

1. Training is required for all employees including the management dealing directly with the travelling public at Katowice International Airport in Pyrzowice. Training programmes should be tailored to the employee's function. Employees should receive annual customer service training and disability awareness training, which should include the following:
   a) Information on the range of disabilities the airport caters for, including all types of temporary disabilities (broken legs, arms etc) as well as the skills necessary to communicate with disabled people, particularly those with a hearing impairment or learning difficulties,
b) In order to deliver at least the minimum standards of service as defined in ECAC Document 30, Part 1, the service provider of special assistance to PRMs, will employ well-trained and educated staff only.

2. Training Courses should be developed in partnership with local, national and European forums of people with a disability.

3. All managers of organisational units responsible for making decisions which may be in some way connected with airport infrastructure of assistance for PRM eg, in terms of design, must also complete training courses.

In small enterprises, in which providing training for all employees is not possible, as a minimum, the manager should complete training in order to be able to convey the information to their subordinates.

4. Training courses regarding the provision of assistance to PRMs should be extended to include staff dealing with the travelling public at every stage of travel for people with disabilities – from the point of sale of tickets, considering all aspects of interaction (behaviour, communication, understanding etc).

Training courses should include practical experiences of persons with disabilities in order to define the range and scope of needs.

5. For smaller companies, it is suggested that written instruction manuals are used.

6. Training should be tailored to the individual functions and responsibilities of particular members of staff, but should include training on:
   a) Barriers faced by PRMs, covering attitudinal, environmental/physical and organisational barriers,
   b) Disability awareness and disability-equality,
   c) Suggested solutions for removing barriers,
   d) Information regarding how to distinguish different types of disabilities including hidden disabilities,
   e) Interpersonal skills and methods of communication, escorting and lifting,
   f) Dealing with unexpected events,
   g) Interpersonal skills and methods of communication with deaf and hearing impaired people,
h) General awareness of guidelines and legislation on air passenger rights in terms of people with disabilities and disability-equality.

7. Organisations representing different groups of people with disabilities should be consulted in the development of training programmes.

8. Additionally, air carriers and handling agents should complete specialised training on the handling of wheelchairs and other mobility aids for people with disabilities.

9. Management should receive training on the awareness and understanding of issues related to travelling with disabilities, as well as decision-making processes in improving facilities for PRMs.

10. Training programmes regarding PRM assistance should form an integral part of the staff training procedures.

11. It is suggested that the "Guidelines for providing assistance to PRMs" are adhered to (attachment 4).

Performance and Quality Monitoring

1. There will be regular reviews to monitor the service provider performance against these standards with the aim to continually improve performance-monitoring systems.

2. Whilst regular market research surveys will be undertaken to measure performance, suppliers should be expected to introduce their own performance monitoring systems and to provide reasonable data as required by the airport users and management.

3. Katowice International Airport plans to measure the quality of standards of assistance provided to PRMs by:
   a) Recording the services provided to PRMs Rejestrację obsługi PRM,
   b) Recording complaints,
   c) Auditing service providers and discussions with organisations representing people with disabilities.

4. A disabled person or person with reduced mobility who considers that Regulation 1107/2006 has been infringed, may bring the matter to the attention of the
managing body of the airport or to the attention of the air carrier concerned, as the case may be.

5. All comments and complaints regarding the quality of standards regarding provision of assistance for PRMs should be directed in writing to airport management: biuro-zarzad@gtl.com.pl or prm@lst.aero

VI. GETTING READY TO TRAVEL

Information

The managing body of the airport/service provider is required to provide all public and private organisations operating at Katowice International Airport in Pyrzowice useful information concerning the propagation of information about the special assistance and facilities available for PRMs. These bodies are also required to emphasise the importance of pre-booking assistance and should take advantage of the growing availability and accessibility of the Internet, and the transmission of information using all possible forms of communication.

Travel information will be made available at the Information Desk at the Passenger Terminal as well as the www.katowice-airport.com website.

At the point of ticket reservation, PRMs should have the opportunity to notify as to their special needs, in accordance with the current IATA codes (see Attachment 2).

1. At the point of ticket reservation, PRMs should complete a form providing detailed information about their special needs in terms of service assistance.

2. The managing body of the airport ensures PRMs access to information about the assistance available at Katowice International Airport in Pyrzowice. This information is presented in detail on the airport’s website and in brochures within the terminal buildings. Information is available in both Polish and English.
Ticket bookings

1. Air carriers and travel agents should be in the possession of all necessary information from persons requiring special assistance at airports and during air travel.
   This information should be noted—a specimen form is included in the present document (Attachment 2) and forwarded to handling agents with the correct international codes included and within the required time frame, as stipulated by Regulation (EC) 1107/2006. Information should be noted in clear and simple language using appropriate international terms.

2. Should it not be possible to obtain information regarding special assistance necessary for PRMs from the PRM themselves, it is permitted to obtain the necessary information from the PRM’s representative.
   In the case of telephone bookings, air carrier staff or travel agents should complete the booking form themselves.

3. Early notification of assistance required for PRMs is necessary in order to ensure appropriate assistance at the airport and on-board the aircraft.

4. Air carriers are required to notify management or service providers contracted by airport management, regarding the assistance necessary for PRMs no later than 48 hours before the timetabled departure—in accordance with Regulation (EC) 1107/2006.

5. Internet bookings should also include the possibility of lodging an application for necessary assistance in the same way as with traditional forms of service.
   Seats on-board the aircraft should be reserved on a “first come, first served” basis.

6. Handling agent staff should be informed of every special, individual seat reservation on board the aircraft in order to ensure that seat allocations are prepared before the minimum Check-in time.
   In cases where prior notification has not been made, staff should make every effort to accommodate the needs of PRMs.

7. Airlines should be encouraged to offer discounts for the carriage of an accompanying person for PRMs, in particular when it considers the presence of
such a person necessary. This discount should be extended to all situations in which PRMs require two seats.

VII. GETTING TO THE AIRPORT

Every PRM arriving to the airport should be assured quick and easy access to the airport. Access roads to terminal buildings should be clearly and appropriately signed.

Getting to the airport by own vehicle

As a result of the fact that most disabled passengers arrive at the airport by car, the managing body of Katowice International Airport in Pyrzowice has provided clearly marked car park spaces designated for disabled travellers.

1. Parking areas should be designed and equipped with PRMs in mind, with particular priority being placed on wheelchair access, ticket sales, pedestrian crossings, public transport and easy access to terminal buildings etc as well as connections to points served by public transport.
   Parking spaces for PRMs as well as access to these spaces should be clearly and appropriately marked.

2. Short-term parking spaces should be located as close as possible to the entrance of the terminal buildings.

3. Users of car park spaces designated for disabled passengers must be in possession of permits allowing them to use these designated car park spaces.
   Information regarding to the necessity of holding appropriate parking permits must be available before arrival at the airport and prior to carpark entry.

4. Longterm parking should include car park spaces for disabled travellers ensuring easy access to terminal buildings.

5. Car park staff should be trained in recognising signs and labels on cars transporting disabled persons, and should be aware of the rights they are entitled to. The status
of car park spaces designated for disabled persons must be clearly marked, and which should effectively discourage other passengers from using these spaces (appropriate vertical signs placed in appropriate places).

Car park staff should be ready to assist in the lifting of luggage or wheelchair out of a vehicle, however must not assist with lifting a disabled person out of a vehicle.

6. An intercom/help phone for PRMs should be available in front of the terminal building and near the parking area for PRMs. This telephone should be clearly and appropriately marked. The sign should contrast with its background. The communication system should be accessible for deaf people. The user should receive confirmation that information regarding the necessity for assistance has been accepted.

All telephones for PRMs should be equipped with an induction coupler and a light signal for the deaf and the hearing impaired.

7. The airport managing body is obliged to remove all architectural barriers (such as kerbs) by installing appropriate wheelchair ramps.

**Getting to the airport by car or taxi**

1. The Taxi Stand should be clearly marked and located close to the entry to the Terminal Buildings.

2. Taxis with disabled access should bear additional special markings.

3. Airport management should stipulate a special service for disabled people – including wheelchair access in contracting a taxi operator.

4. Information regarding the possibility of using such transport should be available at an information point/special assistance area for disabled persons.

The managing body of Katowice International Airport in Pyrzowice allows taxis or cars carrying a disabled passenger or one with reduced mobility, to stop directly in front of the Terminal Buildings, in order to assist these passengers in alighting the vehicle.

**Getting to th airport by bus**
The managing body of the airport should reach a mutual understanding with the operator of the bus service regarding the necessity of providing assistance to disabled persons travelling to/from the airport. Bus stops should be wheelchair accessible. Disabled-accessible buses should be clearly and appropriately marked. Information regarding the availability of this form of transport should be accessible at the special assistance area or help points for the disabled.

**VIII. ACCESS TO FACILITIES WITHIN THE PASSENGER TERMINALS**

Infrastructure catering for people with disabilities and those with reduced mobility should be considered from the initial planning stages of new passenger terminals. All fittings and services available for PRMs – such as toilets, waiting areas, help phones, public telephones etc, should be clearly marked and visible from a distance. Signs should contrast with the airport's surroundings. Check-in desks should be designed in such a way as to be accessible to wheelchair bound passengers.

**Public areas with disabled access**

1. **Retail outlets, restaurants and other services**
   All service and retail outlets including restaurants and other services provided within the Passenger Terminals should be accessible for disabled persons. All other service areas (air carrier offices, travel agents, restaurants, retail outlets, chapel, lost luggage office, check-in desks) should be accessible to disabled persons.

2. **Meeting Points within Terminal buildings**
   Meeting Points for PRMs should be located near the check-in area or near the Help Phone for PRMs. These points, together with their access should be clearly marked and be easily accessible to PRMs. Assistance service provider staff should regularly monitor these meeting points for disabled passengers. This is particularly important with regards to passengers who are unable to use visual alert systems and signs.
3. **Access to Information**

Public telephones installed at an appropriate height for disabled persons should be available within and outside the Passenger Terminals. These telephones should be equipped with an induction coupler and signs for the blind and the visually impaired. Areas in which these telephones are installed should be clearly marked and should be wheelchair accessible. A visual flight information system should be made available to persons with disabilities.

4. **Wheelchairs**

As a general guideline, wheelchairs belonging to disabled persons may be used both landside and in airside areas up to the entrance to the aircraft. Users of powered wheelchairs should be in the possession of a permit for this wheelchair and, if possible, should be allowed to use this wheelchair up the boarding area/Gate. In all other instances, wheelchairs should be checked in as luggage. Wheelchairs should be transported without any additional charges. Wheelchairs should be stowed in the luggage hold last and be retrieved as first and should be returned to the disabled passenger as soon as possible. Airlines should take the utmost care in transporting wheelchairs.

5. **Access to terminals**

All access points to building entries, help phones and terminal buildings should be clearly marked and be disabled accessible in their entirety. The Help Phone for PRMS should be located in close vicinity to the entry/exit points of the Terminals. These points should be clearly marked and should contrast with their surroundings.

**Service and Assistance at check-in**

1. **Check-in**
Staff of handling agents should check all pre-bookings for PRMs in order to ensure that all required services had been pre-booked.

If services have not been pre-booked, handling agent staff should ask the PRM passenger about the assistance they require and organise assistance as appropriate.

Handling agent staff should inform PRMs about the distance to the departure hall/gate and the time able-bodied passengers need to reach these areas.

Handling agent staff should be able to communicate with deaf persons and the hearing impaired.

At self-service check in counters, additional staff should assist PRMs

2. **Assistance in Departure halls /Gates**

   Gate staff should be aware if PRM passengers are in attendance, particularly the those with hearing impairments, and that those passengers are systematically supplied with flight information. Staff should also be aware of passengers requiring assistance conquering stairs or the distance from the gate to the aircraft. Should the need arise, staff should offer assistance.

   The same approach should be applied in dealing with blind or visually impaired passengers.

   All such passengers must be systematically informed of each stage of the check-in and boarding procedure.

3. **Boarding**

   It is as a matter of principle that disabled passengers are transported to the aircraft together with other passengers, in specially adapted, low-floor buses.

   Should the disabled passenger require full lift on/lift off – this passenger should be pre-boarded.

   All disabled passengers requiring assistance should be pre-boarded and should disembark the aircraft as last.

   Only specially trained staff may assist these passengers, lift them, or perform any lifting or other activity in accordance with their wishes and needs.

4. **Assistance on board the aircraft**
Assistance provided by air carriers is defined in Annex 2 to Regulation (EC) 1107/2006 and ECAC Document 30.

5. Arrival, transfer

This stage of the journey is, for a disabled passenger, less stressful. It is important to pay attention to even the smallest delays, as they can be serious for PRMs.

Direct transfers from one aircraft to another should be authorised.

Airlines and the managing body of the airport should ensure that assistance and adequate accommodation of the PRM is possible in terms of transfers. Should the PRM require a wheelchair – this wheelchair should be available from the point of disembarkation from the aircraft.

6. Security checks, passport control, customs control

All disabled passengers are subject to the same checks as all other passengers, but it is important that these checks are carried out carefully and sensitively.

Security staff should be adequately trained and familiar with ECAC Document 30 in terms of security checks on disabled passengers. Information regarding security checks on PRMs should be distributed to staff in a pocket-sized brochure, after having completed the appropriate training course.

Security staff should ensure all facilities are available for disabled passengers – such as assistance in lifting baggage during security procedures. Staff should offer assistance in any way possible.

In terms of security checks, all infrastructure should be wheelchair accessible. Regulations regarding security checks are contained in ECAC Document 30 Annex F: Guidance material for security staff – Key points for checks of PRMs. General guidelines regarding security checks on PRMs have been included in Attachment 7.

IX. DESEMBARKATION FROM THE AIRCRAFT, ASSISTANCE TO THE PASSENGER TERMINALS AND EXITING THE AIRPORT
Assistance staff should be on hand to help with baggage retrieval and the transport of baggage. Assistance should be provided from the aircraft to the carpark or bus stop. Before leaving the passenger, staff should make sure that the passenger has adequate transport and whether further assistance will be necessary. Appropriately marked signs should clearly indicate the way through passport control and customs. Customs and border control staff should be adequately trained to deal with disabled passengers and PRMs.

- Disabled passengers and PRMs should disembark an aircraft last, unless on-board staff decide otherwise.
- Assistance during disembarkation through to the arrival hall is provided by subcontractors. The managing body of the airport must ensure an intercom system in order to call for help is provided at the entrance to the arrival hall.
- Information about the arrival of a passenger requiring assistance should be transmitted by the airport of departure.
- Subcontractors must alert Airport staff about the arrival of a passenger requiring assistance as quickly as possible, so that an Airport staff member can be waiting at the entrance to the arrivals hall for the PRM. In other cases, the passenger can notify service provider staff using the intercom system at the entrance to the arrival hall. The service provider staff will in turn notify Airport staff, who will then assist the PRM until they depart from the airport.
- Staff of Katowice International Airport in Pyrzowice are responsible for the provision of assistance to disabled passengers and those with reduced mobility at the point of baggage retrieval, passport/customs control.
- The managing body of the Airport is responsible for ensuring that a wheelchair bound passenger is able to manoeuvre through the passport and customs control counters.
- Should a disabled passenger be continuing their journey by car, assistance should be provided for the loading of baggage into the vehicle. This does not include the movement or lifting of the passenger into the vehicle.
- Should a disabled passenger be continuing their journey using other forms of transport, it is important not to leave the disabled passenger at the bus stop or train
Staff should offer assistance or ask what type of assistance the passenger requires.

- Staff of Katowice International Airport in Pyrzowice are responsible for providing assistance to disabled passengers or those with reduced mobility, in loading baggage or other equipment (e.g. wheelchairs) into the boot of the vehicle.
- Staff of Katowice International Airport in Pyrzowice are responsible for providing assistance to disabled passengers or those with reduced mobility in getting into a car, taxi or bus.
- In the case of mobility aids being damaged or lost, service provider staff is able to lend the passenger mobility aids, which may not necessarily be identical to the original equipment.

X. GUIDE DOGS

- The managing body of Katowice International Airport in Pyrzowice allows blind passengers to be escorted by their guide-dogs inside the terminal buildings throughout their stay.
- Service providers and subcontractors must assist a disabled passenger in the company of a certified guide dog in accordance with the regulations of individual air carriers.
## LIST OF ARRANGEMENTS

<table>
<thead>
<tr>
<th>No.</th>
<th>Organisational Unit</th>
<th>Date of Agreement</th>
<th>Signature/stamp (company and name)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Airport Management:</td>
<td></td>
<td></td>
<td>Att.: ………</td>
</tr>
<tr>
<td></td>
<td>• PB</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DAM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DIF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• WSO SOL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DSD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• SRM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DTI</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Handling Agent LS</td>
<td></td>
<td>Att.: ………</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Technics</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>AOC</td>
<td></td>
<td>Att.: ………</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>PSG</td>
<td></td>
<td>Att.: ………</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>UC</td>
<td></td>
<td>Att.: ………</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
<td>Att.: ………</td>
<td></td>
</tr>
</tbody>
</table>
Attachment 2 to the PRM Code of Good Conduct

IATA DISABILITY CODES

Association (IATA) codes applying to disabled people requiring Assistance.

1. MEDA – passenger whose mobility is impaired due to clinical cases with medical pathology in progress, being authorised to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident.

2. STCR – passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.

3. WCHR – passenger who can walk up and down stairs and move about in an aircraft cabin, who 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.

4. WCHS – 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 and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

5. WCHP* – 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 onboard wheelchair.

6. WCHC – 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.

7. BLIND – blind.

8. DEAF – passenger who is deaf or a passenger who is deaf without speech.

9. DEAF/BLIND – passenger who is both deaf and blind, who can only move around with the help of an accompanying person.
10. **MAAS** (Meet and Assist) – all other passengers in need of special assistance.

* WHCP is not yet internationally recognized
Attachment 3 to the PRM Code of Good Conduct

MAP OF MEET AND ASSIST POINTS FOR PRMs
Attachment 3 to the PRM Code of Good Conduct

MAP OF MEET AND ASSIST POINTS FOR PRMs

Katowice AIRPORT®

Kodeks dobrego postępowania przy obsłudze osób z ograniczoną możliwością poruszania się drogą lotniczą 28
Attachment 3 to the PRM Code of Good Conduct

MAP OF MEET AND ASSIST POINTS FOR PRMs
DEFINITIONS

Who qualifies for assistance – definition: A person with reduced mobility (PRM, PRMs) means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to their particular needs of the service made available to all passengers.

Air Carrier – an air transport undertaking with a valid operating licence.

Tour Operator – means, with the exception of an air carrier, an organiser or retailer with the meaning of Article 2 (2) and (3) of Directive 90/314/EEC.

Managing body of the airport or managing body – means a body which notably has as its objective under national legislation the administration and management of airport infrastructures and the coordination and control of the activities of the various operators present in an airport or airport system.

Service Provider or Subcontractor – means a body which has as its objective the undertaking and fulfilment of contracted work for the managing body of the airport.
CHECKLIST FOR TRAVELLERS WITH DISABILITIES

We want every person to enjoy fully successful travel arrangements. We therefore ask that this checklist be completed before confirming a booking for any customer who has a disability or medical condition requiring special travel, accommodation or dietary arrangements.

The questions may seem intrusive but they are necessary to ensure disabled customers receive a quality service tailored to their particular needs. This information will be used to check the suitability of the accommodation, transport and facilities in the destination. This form should also be used to give information regarding specific needs for equipment and/or medication.

Please circle Yes or No as appropriate

A. Booking details

Name of customer with special requirements: ______________________________
Departure date: _________________________________________________________
Booking ref.: __________________________________________________________
Outbound flight number: _________________________________________________
Inbound flight number: _________________________________________________
Contact phone number or e-mail: __________________________________________

B. General

How would you describe your disability? _________________________________
______________________________________________________________
______________________________________________________________

______________________________________________________________
C. Mobility

1. Do you have any form of mobility difficulty? Yes/No
   If No, please go to Section D.
   If Yes, please provide details: __________________________
   __________________________
   __________________________
   __________________________
   __________________________

2. Can you walk or travel on your own without assistance in an unfamiliar place? Yes/No
   For example: although you may not require assistance all the time some distances at the airport terminal can be long eg. between the airline check-in desk and the departure gate.

3. Are you taking your own wheelchair? Yes/No
   (a) If Yes, is it battery operated? Yes/No
   (b) If Yes, is it: i) Dry Cell Yes/No
       ii) Wet Cell Yes/No
   (c) If Yes, does it fold up? Yes/No
   (d) If Yes, what are the dimensions and weight of your wheelchair?
       Open:
       Width __________ cm, Height_________ cm, Depth__________ cm.
       Closed:
       Width __________ cm, Height_________ cm, Depth__________ cm.
       Weight:__________ kg
4. Do you need to borrow a wheelchair to/from the aircraft? Yes/No
   There may be a charge for this. Please ask your travel company for details immediately.

5. Can you walk up/down the aircraft steps without assistance? These can be steep with narrow treads. Yes/No

6. Do you require a wheelchair to visit the toilet on board the aircraft? Yes/No

7. Do you suffer from epilepsy? Yes/No
   If yes, can your episodes result in falls or convulsions? Yes/No

8. If there is a transfer coach provided as part of your arrangements, can you board and leave a standard coach without additional assistance other than from your travelling companion? Buses and coaches may have steep steps. Yes/No

9. If there is no transfer coach provided as part of your arrangements, do you need a taxi transfer from the airport to your accommodation and return? Yes/No
   There may be a charge for this. Please ask your travel company for details.

D. Accessible information

1. Do you have a disability that would make it difficult to see or hear important information, or communicate easily with people providing important or emergency information? Yes/No
   For example: some routine flight departure information will not be announced over loudspeakers and will only appear on a television screen; and on some aeroplanes the safety demonstration may not be accompanied by full spoken explanation.
E. Flight/Coach tour

1. Is it best for you to sit near to the toilet?  
   Yes/No

2. Is it best for you to have an aisle seat?  
   Yes/No
   If yes, why? ____________________________________________________________
   ____________________________________________________________

3. Will you be taking medication during the flight?  
   _Yes/No
   If Yes, please provide details. ____________________________________________
   ____________________________________________________________

4. Are you taking any medical equipment?  
   _Yes/No
   If Yes, please provide details. ____________________________________________
   ____________________________________________________________

5. Are you asthmatic or do you have other breathing difficulties?  
   _Yes/No
   If Yes, please provide details. ____________________________________________
   ____________________________________________________________

6. Are you likely to require supplementary oxygen?  
   _Yes/No
   *There will almost certainly be a charge for supplementary oxygen.*

7. Are you travelling with any kind of assistance dog?  
   _Yes/No
   *Please ask your travel company for details.*

F. Meals

1. Do you have a special dietary requirement?  
   Yes/No
   If Yes, please give details. ______________________________________________
   ____________________________________________________________

Kodeks dobrego postępowania przy obsłudze osób z ograniczoną możliwością poruszania się drogą lotniczą 34
Important customer information

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However, it is extremely important to remember that:

- Meeting your needs cannot always be guaranteed. For example, aeroplanes, coaches and other elements of your holiday may need to be substituted without prior notification due to unforeseen circumstances (i.e. breakdown, cancellation or non-availability of accommodation).
- Your holiday insurance policy should adequately cover any pre-existing medical conditions and cover any expensive equipment you may be taking.
- Any change in your requirements may affect the suitability of the travel arrangements you have made. It is important to let your travel agent or tour operator know of any changes immediately.
- Airlines use an internationally recognised coding system to identify the level of assistance they need to provide to individuals.

I confirm that the information provided on this form is correct and understand that there is no guarantee that these needs will be met.

Customer signature/date: __________________________
GENERAL GUIDELINES FOR SECURITY STAFF

Security Checks

During security checks, Service Provider staff are required to provide assistance to disabled persons or persons with reduced mobility.

- Remember to focus on the person not on their disability.
- All passengers should be treated with respect.
- Not all disabilities are obvious. For example, some passengers may be deaf or hard of hearing.
- Always speak clearly and look directly at the disabled passenger.
- Use plain words; this will help when dealing with people with hearing difficulties
- Use clear speech, not jargon.
- Ask the PRM how to best help them and listen carefully to their needs. Be tactful and delicate.
- Some people will find it impossible to lift their arms or move in a particular way. Once you have established what they can do be prepared to listen to their comments during the procedure and act upon them so as not to cause any additional pain.
- After baggage searches, remember to replace the contents of blind people's bags in the order you found them.
- Remember that there are private rooms available for searches.
- During searches be discrete.
- It is important to be thorough when searching PRMs, but you do not have to stick rigidly to the procedure as long as the search is carried out to the necessary standard.
- Consider the reactions of the person on your actions.
- Explain why a different screening method is necessary.
• Always explain the procedures you are following.
• Do not impose help.

Body Searches

• Be aware of hidden disabilities.
• Be able to recognise common medical aids and understand the suitable methods of searching them.
• Always offer a private search out of the view of other people.
• When searching someone in a wheelchair, crouch down to be at their height.
• Be discreet.
• Make sure that the person can stand on their own before you take away a stick, walking frame or crutches to search them.
• Arrange guidance for a blind person before taking away a white stick or the guide dog.
• Airport wheelchairs should be checked regularly.
• Special search procedures should be applied to personal wheelchairs.
• A person suffering from autism or Asperger’s Syndrome often cannot correctly interpret the facial expressions or emotions in the voices of others. They can, therefore, react in different ways, particularly when in stressful situations. Airports and flying are highly stressful situations due to the noise, crowds and an overload of visual stimuli. Please try to attend to them out of queue order and ensure a quiet place for them to wait. Due to their hyper-sensitivity, autistic persons or those with Asperger’s Syndrome can react unfavourably to touch. As a result, please try and keep touch to a minimum during security checks. Let the passenger know when you will be touching them and explain why this is necessary. Allow the passengers, themselves, to take out the items the system is reacting to. Explanations should be provided clearly, simply, in a logical way, avoiding ambiguity, jokes and irony. Remember, your interlocutor understands what you say literally. The music played on-board the plane may be very disruptive, thus magnifying their stress and
irritation. Find them a seat away from children and other passengers behaving loudly.

**Baggage search**

- The disabled person may not be able to lift the bag on, or off, the x-ray machine.
- The person may not be able to hear you ask "Whose bag?" nor see their bag in order to identify it following x-ray screening.
- Always call for a witness when searching the bag of a blind person.
- Re-pack bags carefully. It is important that the contents of a blind person's bag are replaced exactly as you found them.
- Ensure all medication is carefully repacked.
- Be discreet especially when handling medical aids and medications.
- Always remember the option of a private search.
- Always remember that the security clearance should be performed in a dignified manner.
### HELPFUL TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>No.</th>
<th>Organisational Unit</th>
<th>Position</th>
<th>Telephone Number</th>
<th>Hours</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>GTL SA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Medical Support</td>
<td></td>
<td>32 3927 241</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Terminal Coordinator</td>
<td></td>
<td>32 3927 190</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Airport Operations Duty Manager</td>
<td></td>
<td>32 3927 262</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>WSO SOL Shift Manager</td>
<td></td>
<td>32 3927 260</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Car Park Attendants</td>
<td></td>
<td>32 3927 269</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Airport Information</td>
<td></td>
<td>32 3927 200</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Skargi</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LS Technics Handling Agent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Marta Kozina</td>
<td>Manager of Passenger Services</td>
<td>32 392 72 98</td>
<td>8:00am – 4:00pm</td>
<td><a href="mailto:m.kozina@lst.aero">m.kozina@lst.aero</a></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td>PRM Services</td>
<td>32 393 72 94</td>
<td>24 hrs/day</td>
<td><a href="mailto:prm@lst.aero">prm@lst.aero</a></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td>Team Leader PAX</td>
<td>32 392 72 98</td>
<td>24 hrs/day</td>
<td><a href="mailto:pax@lst.aero">pax@lst.aero</a></td>
</tr>
<tr>
<td></td>
<td>Other organisational units</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>PSG</td>
<td>Shift Manager</td>
<td>32 3927 209</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Police</td>
<td>Police</td>
<td>32 3927 228</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>UC</td>
<td>Shift Manager</td>
<td>32 3927 210</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Piotr Uchorński</td>
<td>Chairperson for the implementation and assistance for PRMs service</td>
<td>32 3927 207</td>
<td>7:30am – 3:30pm</td>
<td><a href="mailto:puchronski@gtl.com.pl">puchronski@gtl.com.pl</a></td>
</tr>
<tr>
<td>5.</td>
<td>Krzysztof Kot</td>
<td>Deputy Chairperson for the implementation and assistance for PRMs service</td>
<td>32 3927 357</td>
<td>7:30am – 3:30pm</td>
<td><a href="mailto:kkot@gtl.com.pl">kkot@gtl.com.pl</a></td>
</tr>
<tr>
<td>6.</td>
<td>Stefania Gowda</td>
<td>Katowice City Council representative for the Disabled</td>
<td>32 259 32 12</td>
<td>7:20am – 3:30pm</td>
<td><a href="mailto:stefania.gowda@katowice.eu">stefania.gowda@katowice.eu</a></td>
</tr>
<tr>
<td>7.</td>
<td>Taxi Airport</td>
<td></td>
<td>32 786 06 06</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>PKM/PKP</td>
<td></td>
<td>32 258 80 73</td>
<td>24 hrs/day</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Civil Aviation Office</td>
<td>Passenger Rights</td>
<td>22 520 74 84</td>
<td>7:30am – 3:30pm</td>
<td><a href="mailto:kopp@ulc.gov.pl">kopp@ulc.gov.pl</a></td>
</tr>
</tbody>
</table>